



Delhi Business Expo October 26



The 2010 Delhi Business Expo had more than 500 visitors.

DISCOVER, MEET, SAVE, WIN!

If you like to support local business—and appreciate “small town service” from people who know you—don’t miss the third annual Delhi Business Expo. It’s the perfect venue to discover the products and services our local businesses have to offer, and to meet and talk with members of the local business community.

Studies have documented that more than fifty cents of every dollar spent locally stays in the local economy. Chuck Grinnell, the Expo’s organizer, emphasized, “The Expo really supports the growth of local business.” He added that the Expo offers a great opportunity for residents and local business people to get acquainted. “It’s a way of reconnecting with that ‘small town service’ you get when you know the merchant or salesperson.”

The Expo has grown every year, and last year attracted 75 merchants and more than 500 visitors. There will be giveaways and coupons, with many vendors offering special Expo discounts to those who stop by. And it all leads up to the grand prize drawing for a \$500 VISA® gift card, so be sure to register to win. But most of all, be sure to attend!

3rd Annual Delhi Business Expo
Wednesday, October 26, 2011 • 6-8:30 p.m.
Holt High School

Delhi Township DDA

BUSINESS
Expo



OUR TOWN

The Power of Work

*“Every business day,
someone gets a good
job with help from
Goodwill.”*

— Goodwill Industries International



In 2010, more than 170,000 people obtained meaningful employment through participation in the programs of Goodwill Industries International—people who went on to earn more than \$2.7 billion in salaries and wages and contribute to their communities as productive, tax-paying citizens.

And it all starts with donations.

The Goodwill Donation Center in Holt is part of the community-based North American Goodwill network that includes retail stores, donation centers and employment programs. “Every pound of donation is a dollar toward our programs,” said Brian Wensauer, First Vice Chair of Goodwill Industries of Central Michigan’s Heartland, which covers the Lansing area.

Since 1931, Goodwill Industries has provided customized job training, employment placement and support services to people who have disabilities, lack education or job experience, or face employment challenges. In addition to training people for careers in industries such as banking, information technology and health care, Goodwill provides the support services they need to succeed, including English language training, additional education, and access to transportation and child care.

Goodwill has been operating in the Lansing area for about five years, and the Holt donation center has been open for a year. The center accepts and resells donations of gently used clothing, furniture, household items, exercise equipment and more, and asks only that the items be in good, usable condition—not stained, torn or broken.

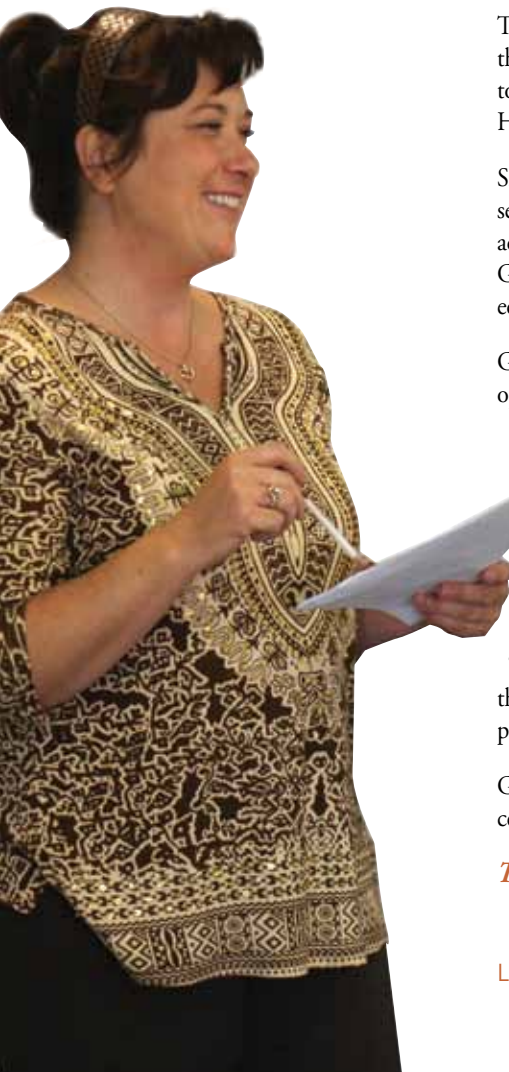
“A lot of people have a misconception of what Goodwill is,” Wensauer said. “We’re not a thrift store. We are a high end resale/secondhand store,” where customers know they can get top-of-the-line items at very reasonable prices.

Unfortunately, donations at the Holt store are coming in more slowly than expected, said Wensauer. “It’s the donations we sell that keep ‘the power of work’ going,” he said, noting that 97% of the revenue from the stores goes to support the Workforce Development Programs. “That’s what our retail is for, to support our programs.” All funds raised by the Lansing area stores stay in the Lansing area.

Goodwill is a private, non-profit 501(c)(3) charitable organization. Donations are tax deductible and the center provides a receipt. Wensauer encourages Holt residents to stop in and donate.

The Goodwill Donation Center is in Holt Plaza, 2040 Aurelius Rd., Holt, 517-709-3353.

LEFT: Mari Rosario, CBSP, Director of WorkForce Development & Community Relations.



Davenport Masonry, Inc. “Doing it Right the First Time”

You can see Davenport Masonry’s work on many of our area’s highest-profile projects: at Michigan State University, Sparrow Hospital, Jackson National Life, Ingham Regional Medical Center, Kohl’s, Wal-Mart, Lansing Community College and Holt High School. But DMI has made its mark throughout the state and beyond—including *Masonry Construction* magazine’s 2006 “Project of the Year,” the Holocaust Memorial Center in Farmington Hills. DMI specializes in detailed, complex commercial masonry jobs from new construction to historic restoration and preservation.

Ed Davenport has more than 30 years’ experience in the industry and is the President/Vice President of Operations of DMI, which he founded in 1993. He launched his company with four guiding principles: quality of construction; control of processes, costs and growth; employee satisfaction; and realizing a fair profit.

“Satisfied customers are the driving motivator for all we do,” Ed said. DMI is committed to providing creative solutions to help a project succeed, and to constructing functional buildings safely, within budget, and on time. That commitment has led to one of the company’s mantras, “Do It Right The First Time.” DMI continually seeks to identify ways to improve its methods, and its goals include achieving a zero “punch list” (uncompleted tasks or fixes at the end of a job) on every project.

The continual quest for improvement is evidenced by DMI’s Best Practices Manual—a way for the company to document and share with employees the lessons learned through hundreds of years of collective experience. “Our goal is to produce quality work that meets our customers’ needs and expectations over and over again,” Ed said. “If

we can increase our focus on ‘Doing It Right The First Time,’ we will continue to grow our list of happy DMI customers.”

Ed is also focused on a bigger picture: improving and strengthening the masonry industry as a whole. Well-known as a leader and advocate, Ed is passionate about upholding quality standards, and increasing market share by competing effectively with other construction materials such as wood, steel and glass.

Among its distinctions, DMI participates in LEED™ (Leadership in Energy & Environmental Design) Green Building Rating System, a voluntary, consensus-based national standard for developing high-performance, sustainable buildings.

DMI is also a certified ABAA (Air Barrier Association of America) installer of fluid-applied and self-adhered materials.

*DMI is at 1445 Edgar Road, Holt, 699-4279,
www.davenportmasonry.com.*

“Our goal is to produce quality work that meets our customers’ needs and expectations over and over again.”





The McPhail Insurance Agency

Independent agency opens Holt branch

After more than half a century serving Laingsburg and surrounding communities, McPhail Insurance Agency has expanded to Holt.

“We found the perfect opportunity in Holt,” said Kevin McPhail, President-CEO. “It’s such a good population.” But it wasn’t as simple as finding a great location and hanging out a sign. The process took two and a half years, Kevin explained, in large part because the agency had to get approval from each of the companies they represent before opening the branch office. “It’s a big project,” Kevin said.

McPhail Insurance Agency writes for six of the top 10 carriers in the state of Michigan, Kevin said, and offers homeowner, renter, condo, auto, RV, boat, commercial, farm, life and other insurances. “You name it, we’ve got it.”

Dan Austin is the manager of the Holt office, and brings more than 20 years in sales and management of financial products. Dan, his wife Sally and their three children live in Dimondale, so they know the area well—and he is confident Delhi residents will like the McPhail Insurance Agency. “I think people are going to be very excited to see our services and how we think and how we do things,” he said. “We are locally owned and operated, and we feel we have a responsibility to provide the best service and solutions to our friends and neighbors.”

Dan is enthusiastic about bringing the McPhail Insurance Agency to Holt, and invites you to stop in. The sign is up, the office is open and they’re ready for business.

The McPhail Insurance Agency is at 2018 Cedar Street, Holt, 694-3333, www.mcphailagency.com.

“We are locally owned and operated, and we feel we have a responsibility to provide the best service and solutions to our friends and neighbors.”



Kevin McPhail, President & CEO and Kris Travis, Customer Service Representative.

Shop Holt for the Holidays!

TV campaign will spotlight local businesses

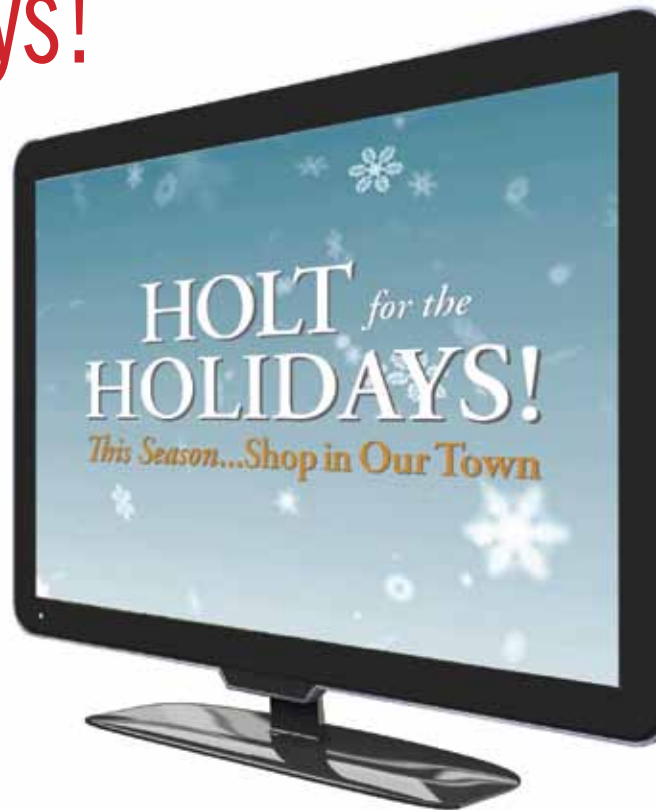
It's a program designed to raise awareness of the Delhi business community—and to provide local businesses an affordable and effective way to advertise.

The cooperative holiday TV campaign is an initiative of the Delhi DDA, which underwrites half the cost of the program. Here's how it works:

- ▶ Each participating business appears in 42 commercials
- ▶ Each 30-second commercial opens and closes with a "Shop Holt" message and features two non-competing businesses
- ▶ The total cost to each participating merchant (including commercial production) is \$350

This year's campaign will air on WSYM Fox 47, running from the first week of November through December 20. The commercials will air in programming such as news, daytime and prime time.

These advertising packages go fast and are sold on a first come, first serve basis. Fox 47 representative Don Garchow is calling on businesses now, so if you would like to reserve a package, you may contact Don directly at (517) 702-3124.



Kroger eyes expansion

If all goes as planned, Kroger will invest some \$3.5 million to expand its Holt store in 2012, said Kroger real estate manager Tom Frank.

"We have the municipal approvals," Tom said, and at press time the company was in the final stages of obtaining internal capital approval.

If approved, plans call for annexing the space north of the store, which would add 14,000 square feet to Kroger's current 47,000 square feet. "Then we'll go through and remodel," Tom said, noting that the service areas, floral and perishables areas in particular will undergo major updating. "It's going to look like a brand new store again." The store will remain open throughout the expansion and renovation process.

Tom is hopeful that the remaining internal approvals will come together this fall.

"Our hope is that possibly we can begin the demolition over the winter and then real construction would start in the spring," he said. Kroger is also applying for the DDA's Commercial Rehabilitation Rebate Program (CRRP) to help offset landscaping expenses.

Kroger is at 2495 Cedar Street, Holt, 694-4120, www.kroger.com.



Southeastern Equipment Company, Inc.

It's a big company that sells and services big equipment

Southeastern Equipment purchased Wolverine Tractor in Holt in 2007, making it one of the Southeastern's first two Michigan locations, and one of 19 spanning four states. "We're the largest equipment dealer in Indiana," said Holt manager Rod House, "and the largest Case dealer in Ohio."

Southeastern sells, rents and services new and used construction equipment.

While Case is its primary line, Southeastern carries more than 20 types of equipment from more than 30 manufacturers. And while most of us will never have occasion to buy a backhoe or bulldozer, Southeastern's customer base spans industries such as construction, government agencies, municipalities, landscaping and agriculture. "My bread and butter are the owner/operators," said Rod. "Every farmer is a part-time construction person."

Southeastern's number one priority is keeping their customers' machines up and running, and offers in-store service as well as emergency repair calls in the field.

Service technicians undergo extensive training "to ensure their equipment knowledge is cutting edge, so your equipment is serviced correctly the first time," Rod said. Computerized inventory allows parts and service personnel to search all of the branch locations

for needed parts—and if the part is out of stock, major manufacturers offer 24 hour delivery.

For customers who prefer to do it themselves, the product support department offers a variety of maintenance workshops "to help you keep your equipment running at peak performance," Rod said. Southeastern also provides access for customers to check its parts inventory online, "from the convenience of your home or office, any time, day or night."

Rod is grateful that organizations like Southeastern are willing to come to Michigan and remain during what have admittedly been tough times. "Things get a little bit better every day," he said. "We seem to see more positive feedback and optimism from our customers than we have in a very long time."

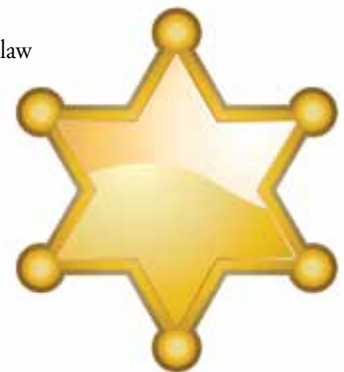
Southeastern Equipment is at 1776 Cedar St., Holt, 694-0471, www.southeasternequip.com.



Deputy Bowden is new business policing officer

Veteran Ingham County Sheriff Deputy Kelly Bowden has been named Delhi Township's business policing officer.

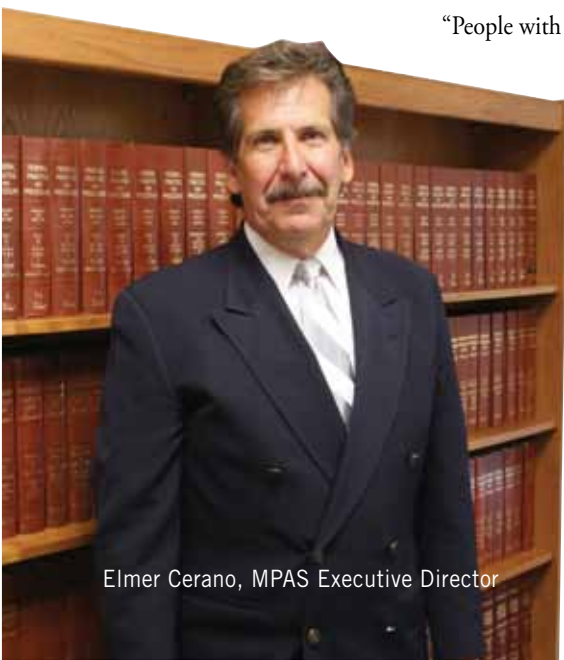
In his new role, Deputy Bowden will focus on law enforcement issues of particular concern to local businesses, including security, loss prevention, counterfeit currency and more. Please look for a feature story about Deputy Bowden in the winter issue of Our Town.



Michigan Protection and Advocacy Service

Advocating for people with disabilities

A disability can affect anyone at any time. Some individuals are born with disabilities; others experience a disability due to physical or mental illness, injury or aging. Whatever the disability, whatever the age of the person living with a disability, Michigan Protection and Advocacy Service's (MPAS) mission is to advocate and protect their legal rights.



Elmer Cerano, MPAS Executive Director

“People with disabilities must deal with challenges in virtually every facet of their lives,” explained MPAS Executive Director Elmer L. Cerano. These may include discrimination in education, employment and housing; abuse and neglect; issues with Social Security benefits, Medicaid, Medicare and other insurance, and many more. MPAS offers information and programs designed to help those with disabilities remove the obstacles to independence, productivity, and integration into their communities. Advocates and attorneys at MPAS answer client questions, help guide them through challenges, and refer them to additional resources. The goal is not simply to provide a short-term solution, said Cerano, but to “teach people how to advocate for themselves.”

MPAS is a private, nonprofit organization that receives support from state and federal funding. It serves the entire state of Michigan from its central office in Delhi Township and a field office in Marquette. As part of Michigan's Protection and Advocacy Network, MPAS works with many organizations to help protect the rights of people with disabilities and ensure they receive the supports and services they need.

Elmer Cerano encourages anyone living in Michigan who has a disability and whose rights are being violated to call MPAS at the phone number below. The organization is ready to help.

Michigan Protection and Advocacy Service's Lansing office is at 4095 Legacy Parkway, Suite 500, 800-288-5923, www.mpas.org.

Genesis Surgery Center

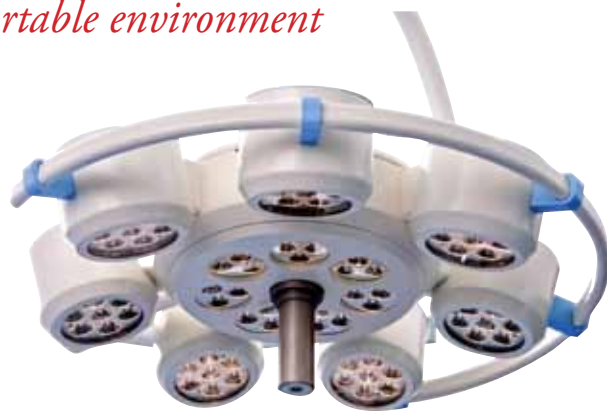
First-class care in a comfortable environment

“I like what we do,” said nurse and Genesis Surgery Center CEO Dina Bardel. “I believe in what we do.”

What Genesis Surgery Center does, Dina explained, is offer an excellent, cost-effective healthcare option for those having outpatient surgery or endoscopic procedures. It's an option many patients find more comfortable and time-efficient than receiving those services in a hospital, while still being assured of receiving first-class care.

The center—along with its sister organization, Lansing Surgery Center—is accredited by the Joint Commission. This independent, not-for-profit organization certifies health care organizations and is recognized nationwide as a symbol of quality. The surgeons who operate at Genesis are board-certified in their fields and must also be specially credentialed by the center. They are supported in their work by registered nurses, certified surgical technicians, anesthesiologists, certified nurse anesthetists and endoscopic technicians.

Dina joined the centers as director of nursing in 2003, and noted that the facilities have extremely low nursing turnover. Physicians appreciate working with an experienced nursing staff who knows their preferences, she said, which helps the centers attract and retain top physicians. Most important, all these things add to the quality of the patient experience.



Patient safety, comfort and satisfaction are paramount at Genesis—which is reflected in consistently high patient satisfaction ratings, said Dina. “Our complication and infection rates are very low, next to nothing,” she said. The center maintains a high nurse-to-patient ratio, which affords patients greater attention and reduces waiting time. In fact, time efficiency is another Genesis hallmark. “We know patients want to get back to the comfort of their homes as soon as it is safely possible,” Dina said. “We seldom have delays.”

Genesis Surgery Center is at 3400 East Jolly Road, Lansing, 517-708-3200, www.lansinggenesis.com.

OURTOWN

A publication of the Delhi Charter Township Downtown Development Authority • www.DelhiDDA.com



THE DDA – WHO WE ARE AND WHAT WE DO

The Downtown Development Authority (DDA) promotes economic development through business attraction/retention programs and works to foster investment within the DDA district. It strives to increase the Township's tax base and strengthen the local economy while maintaining those qualities that make Delhi Township a desirable place to live and work. For more information, visit us at www.DelhiDDA.com.

To contact us: Al McFadyen, Executive Director
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