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BUSINESS LEADER

MORGAN COUNTY

January 2018



GIVING AND RECEIVING FOR 100 YEARS

United Way Area South Director Diana Roy embodies the reasons to celebrate

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What a way to start the year!

It is such a wonderful feeling to start the New Year off with a positive revelation. After listening to business owners over the last year, and particularly over the last month, I see the heart and soul of businesses in Morgan County shine. I recognize that the purpose that drives all these business owners to work longer and harder each and every day comes from their desire to help others solve problems, to build better lives for those they care about, and to add something positive to the community.

Each of the stories we bring you this month demonstrate not just those attributes, but also the importance of using the wealth of knowledge and experience each person has to not just reach their own professional goals, but to make things better for others.

Diana Roy, the United Way Area South Director reflects on how her personal experience during the flood of 2008 has given her what she needs to truly lead United Way in Morgan County. It's not only an incredible story, but one that reveals what drives her passion for United Way.

Likewise, Steve Brock has been a Morgan County community servant for more than 30 years. He is taking the education he received in the safety field and sharing it with those who need it most – business owners and residents in Morgan County. He strives to make the workplace and the community safer for everyone.

Then there is Tony Wilson, someone who saw employees and customers being taken ad-



JIM HESS
From the Publisher

vantage of in the course of work and service and didn't like it. He and his father have the skills people need when the weather is extreme and the personal values to treat people fairly.

All of these people, like so many of the other leaders whose stories we brought you throughout the last year, give me hope and help me see that we can each make a difference in the world around us.

True to the Morgan County spirit of encouragement and support that small businesses give each other here, we welcome your comments, suggestions for business stories, and feedback now and throughout this year.

From everyone who labors to bring you these fine examples of Business Leaders in Morgan County each month, we wish you great happiness, good health, and much success in the coming year.

... the purpose that drives all these business owners ... comes from their desire to help others solve problems ...



Melissa Duke
317.548.4646

Steve Kaiser
317.204.7066

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BUSINESS LEADER[®]

MORGAN COUNTY

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Ephesians 2:10

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E-mail:

jim@morgancountybusinessleader.com

Publisher Jim Hess

Copy Editor Sherry Smith

Writer Elaine Whitesides

Writer Ariane Cagle

Design/Production Zachary Ross

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Winning might not be what you expected

Speedtown Comfort Heating and Cooling

Tony Wilson
602 Peaceful View Dr.
Mooresville, IN 46158
Phone: 317-241-0500
Email: speedtowncomfort@gmail.com
Web: speedtowncomfort.com

By Elaine Whitesides

Morgan County Business Leader

At twelve-years-old Tony Wilson started racing go-karts. He thought his life's trajectory was set. And it was, just not in the way he thought. His parents told him he had to pay for half of his racing budget. His reply, "How am I going to do that? I'm only 12," was met with a matter of fact statement that he would be working it off working with his dad, Jerry.

Jerry Wilson has been in the HVAC industry since the 1980s. He's worked on everything from residential systems and the cooling towers in downtown Nashville, Tennessee, to the system at the IPL plant in Morgan County. He was a pro, and had the credentials and experience to prove it.

Tony worked by his Dad's side for the better part of six years, starting by cleaning job sites and running parts to learning to hang ductwork and service systems. But his focus was on racing. He quit college for this opportunity that eventually evaporated. In the meantime, he was developing other skills and gaining experience. However, once he was forced away from his racing dream, he took a job driving a semi-truck, vowing he would never work in the HVAC industry.

Then fate intervened. Tony was injured on the job. It was around the same time Tony married Brandi and his thoughts turned to work that would provide for a family and allow him to be home at night. He decided to start Speedtown Comfort Heating and Cooling and he wanted his father to join him. "I saw a need for this, I figured Dad is good at this and has a great reputation," Tony said. "so he asked, 'Why don't we do this full-time as a family.'"

Jerry was already working fulltime for a large boiler company and part-time doing residential work for friends, neighbors, and friends of friends. He said, flatly, "No."

It was Tony's mother who asked a question he could not just throw off. She said, "You have made a lot of small companies successful. Why not do that for our family, too?"

"In short order," Tony said, "we had the business set up, uniforms, and ready to get in the truck and go find customers to help."

Full throttle off the line

There was concern about the work dynamic because father and son were very much alike.



It was the elder who set the direction. He told Tony that there could be only one leader, and he was picking Tony. "He told me that I would run the business and make the decisions," Tony said. "He wanted me to tell when to go where and what to do. We have done better with the change in leader than I thought we would."

"The first couple of months it was kind of easier than it should have been because it was winter and the emergency calls were coming fast and furious," Tony said, "But after that, it wasn't as easy. Once we got into spring, we didn't have a service or maintenance agreement base. That summer was cool and it didn't go as well as hoped."

After four years the company has grown and stabilized. They have hired another technician and the service agreements have grown to more than 150, providing year-round service work.

Company and service values

Tony's family has grown to include Kloie, 14, Hunter, 10, and Kooper, 3, which all benefit from the time he has for them as a business owner. The other reason for his decision was that he saw employees and customers being treated unfairly. "I feel it's the customer's choice and checkbook. We are in this to fix people's problems. When we get done," Tony said, "it will be right and working the way it should. Our customers don't pay for it until it is done and working right." He admits that sometimes it's hard and not fun, but he says, "When we leave someone's house and they are smiling, it's worth it."

The company provides residential and light commercial installation and service on a wide variety of HVAC systems including traditional, geo-thermal, heat pump, and even the new ductless mini-split systems designed for areas like garages and enclosed porches. Tony designs custom ductwork for new homes.

The father and son have made the business a part of their lives. They offer 24/7 emergency service. "Dad and I, our sole purpose, is taking care of our family and helping people. That is the reason we started it and continue to work hard at it every day. Whatever it takes to get the job done and make it work is what we do."

"People who don't do it," Tony said, "don't understand what it takes to be a business owner. The amount of work, hours, sacrifices, personally and professionally, are incredible."

"This has been the most rewarding thing I have ever done, but also the scariest thing I've ever done," Tony said. Racing included.



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Seven steps to attaining the secret of high performance

Confidence is essential in our lives; without it, we will not make the first attempt to do what we really want. Brendon Burchard the author of the (highly recommended) book "High Performance Habits" calls Confidence "The One Thing". Burchard says, "...nothing we've found with high performance scores across the board more than confidence. Confidence is the secret ingredient that makes you rise to the challenge." Confidence allows us to move forward despite temporary discouragement. So where does confidence come from, and how can we become and remain confident? Here are seven actions that will help to develop unshakable confidence.

1. Expand Your Knowledge:

Gaining new skills for any endeavor - personal or career - is the first step toward confidence. Identify key areas where you need more confidence to be successful. Then expand your knowledge by taking courses, reading books, and attending learning events. Being a member of a mastermind group is enjoyable and convenient for learning and discussing ideas with a peer group. Continuous learning is essential for maintaining a high level of confidence.

2. Experience Small Successes

Confidence also comes from experiencing small daily successes. They are like rewards for putting knowledge into action. They may not be the final goal. Yet they are important. Even



**JACK
KLEMEYER**
Business Coach

a pat on the back from a colleague or a compliment for a job well done will boost a person's level of confidence. Keep track of each small success you experience. You will begin to feel your confidence grow day by day. Start a "Yay Me File" to record all the little and big successes.

3. Exercise Passionate Faith

Confident people have faith that the Creator has a special plan for their lives. They appear to know inherently that when they follow this plan, they will be successful. If you want to achieve something, you absolutely must believe that it is possible for you. You must believe firmly in your potential. A passionate faith will lead you to find and follow that purpose.

4. Enable Firm Resolve

There will be disappointments and setbacks.

It is natural to become discouraged at times. However, disappointments are not the end of the road if we view them as learning tools.

Resolve overcomes obstacles because it displays patience. Instead of giving up, you will meet challenges by continuing through difficult times. Keep your mind on your intended outcome, not on the obstacles. Think of reasons why you can, not reasons why you cannot.

With time, talents develop and abilities grow. Then a measure of success that leads you forward with enthusiasm. Enthusiasm keeps you fired up to achieve more of those small daily successes.

5. Enlist Expert Help

Enlist the help of experts in areas where you need more confidence. Experts can be found through books, articles, videos, seminars, or via a phone call. A professional coach will help you stay focused on your objectives and hold you accountable for taking the necessary actions to complete your plans.

Confidence also attracts more confidence. Moreover, when you show confidence in others, they will show confidence in you.

6. Envision Confidence

Envisioning confidence begins to make confidence real in your experience. Imagine how you will feel and act if you already had the confidence you need for a specific situation. See yourself in your mind's eye, acting with courage

and conviction, this is called a success picture. Hold that picture in your mind, and your vision will start to become real.

7. Expect to be Confident

Expectation is faith in action. Now that you have imagined how confidence will feel, act as if you were already confident. Move assuredly and energetically as you go for your goals. You've engaged all your senses and you are now seeing, feeling, and acting in a confident manner. You will achieve what you expect. Expect to be confident, and you will become confident.

Give yourself time to increase your confidence by using these actions during the first few months of the new year. Write down how you will apply each of these actions. They can make a tremendous difference by allowing you to move more quickly and assuredly toward your objectives. You will begin developing an unshakable confidence that will bring you joy and success in every area of your life.

Grow Your Business™ Coaching founder Jack Klemeyer is recognized as a preeminent resource for business professionals. As a John Maxwell Certified coach, speaker, trainer and facilitator of Mastermind groups for business owners and professionals, his results-driven philosophy calls for action and accountability. He and his Grow Your Business™ team are dedicated to taking businesses and their owners to the next level. Jack can be reached at Jack@GYBCoaching.com or at 317-755-6963. Learn more at GYBCoaching.com.

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Career program comes to Mooresville

A new partnership was presented to the Mooresville School Board in December which will provide career training for young adults and all community members in Mooresville. Those who meet a registration, testing, and scholarship process can qualify for classes free of charge.

The partnership between Work One, Ivy Tech, Vincennes University, and the Wayne Adult Education provides local training in areas such as medical assisting, dental assisting, CDL-A and -B driver licensing, food services, education paraprofessional, and computer courses.

"This opportunity is good for our community which in turn strengthens our school

district," said Superintendent Randy Taylor. "I recommend we join this partnership."

The board voted unanimously to join the partnership, which also includes credentialing programs in automotive, electronics, welding, hospitality, nursing, and other skilled trades.

Information about the program is now available at www.adulted.info. The registration deadline is January 8, 2018, with classes beginning in February.

Participating students are also encouraged to take part in internships with local businesses and employers are encouraged to post open positions in these skilled fields as well. Interested businesses should click on the "Employment and Internships" portion of the webpage.

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Please let me know if there are any topics that you would enjoy being discussed. I can be reached at 317-831-5279 or Jod_D_Woods@EconomyHeatingandAir.com



Four simple steps to improve your financial future

According to Forbes magazine (January 2013), over 40% of Americans make New Year's resolutions. Sadly, only about 8% end up keeping them. (University of Scranton research) At least we're all in good company!

But just in case you, Dear Reader, are part of that 8% or want to make a bold attempt to be part of it, may I humbly offer a few financial resolutions for you to consider? Simple, achievable ones that shouldn't take too much time or effort yet can offer potentially exponential returns.

Increase your 401(k) payroll deduction.

Contribute an additional 1%, 2%, 5% or more. You'll be surprised how little you miss it and how quickly it will add up. Most of you have online access to your account. Go ahead and increase it. Right now, put the paper down, pull out your phone or laptop and increase it right now. I'll wait. ...

Welcome back and Congratulations! You have just improved your financial future!

Open and fund a ROTH IRA.

Tax free money in retirement is priceless. ROTH IRAs have wonderful tax benefits. But you need to fund them and let annual contributions and time work for you. Did you see family over the holiday? Do you think a few of them wish they would have opened a ROTH when they were your age? Put it on your task list. Do it.

Stop IT!

Whatever "It" is, STOP IT! Does \$100, \$200 or maybe even



JEFF BINKLEY
Finance

more just seem to "disappear" from your checking account or get added to your credit card balance each month? STOP IT! Identify where it's going and just stop.

Wake up.

As much as I'd like to tell you that a committed, experienced,

financial professional can make your retirement years wealthy and wonderful, I won't. Bottom line, the quality of your life in retirement is up to you. The quality of your health, the quality of your relationships, the quality of your financial situation is up to you. Wake up. It's YOUR responsibility and your choice.

The New Year stands before you.

What you do with it, what your life will look like on 1/1/19 or 1/1/39 is almost exclusively UP TO YOU.

Here's wishing for you a happy, productive and changed you in this New Year!

Jeff Binkley is the Founder and Managing Director of Binkley Wealth Management Group LLC located in Avon. His firm is an Independent Fee-Only Indiana Registered Investment Adviser that has adhered to the fiduciary rule since its founding in 2010.

Bottom line, the quality of your life in retirement is up to you. The quality of your health, the quality of your relationships, the quality of your financial situation is up to you. Wake up. It's YOUR responsibility and your choice.

Chris Branson on the Community Foundation of Morgan County, Inc.

Why is it important for Carlisle-Branson Funeral Service & Crematory to support the community?

Mary Beth and I have been very fortunate to be a part of this community for over 10 years. We appreciate and understand that it's the personal relationships that are developed, even in difficult times, that connect each one of us. To make a community a great place to live, it's important that everyone cares about the other person.

What's the CFMC's impact on the community?

I have personally worked with several families and community members to open funds at the CFMC. Most people know about the scholarships that are awarded annually, and the grants that are given to non-profit organizations, but there are nearly 200 individual funds at CFMC. Each fund is unique to that donor's interests and they support everyone from paralyzed veterans and homelessness to adult literacy and even children's after-school programs. Without CFMC, each one of these generous donors would need to start their own 501c3 charity but now they can use the experience and professional expertise of the Community Foundation.

Why is the CFMC the right choice for Carlisle-Branson Funeral Service & Crematory to invest in to create impact in Morgan County?

As this is my last year on the Board after 9 great years, I have seen CFMC grow to become a real philanthropic leader. I do not see any other organization in our county that focuses with their level of professionalism to truly make a difference and with a goal to measure the impact of each donor's gifts. Since all business owners are asked to support causes in Morgan County, I understand that making an investment through my private or corporate support to CFMC ensures that my philanthropy is going to have the impact I want and that every dollar will be used wisely.



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*Pictured from left to right:
Debbie Plummer, Clinical Manager
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GIVING AND RECEIVING FOR 100 YEARS

United Way Area South Director Diana Roy embodies the reasons to celebrate

By Elaine Whitesides

Morgan County Business Leader

2018 is a very big milestone for United Way of Central Indiana, of which the Morgan County United Way Area South is a part. The organization will be celebrating 100 years of service in Central Indiana. It was 1918 when the movement came to Indianapolis in the form of a “War Chest” that was placed on the steps of Monument Circle. The War Chest campaign raised \$3 million that was then donated to charities such as Boys and Girls Clubs of Indianapolis, Catholic Charities Indianapolis, Children’s Bureau, Inc., Early Learning Indiana, Boy Scouts of America, Families First, Girl Scouts of America, The Salvation Army and the YMCA of Greater Indianapolis.

The United Way movement actually began 133 years ago in Denver, Colorado, when a woman, a priest, a rabbi, and two ministers combined efforts to address extreme poverty. They realized that the only way to make the most impact was to unite and seek donations to one organization that would then distribute funds to organizations directly touching those in need.

The United Way in Morgan County

The first Area South United Way office opened in Martinsville in 2004. The office moved to Mooresville in 2014. Diana Roy became the second Area South Director in October, 2008. Her path to that position, and the passion she has for United Way, was never in her sights.

Everything began when, as a member of the public relations staff at Morgan County Memorial Hospital, she was asked to run the United Way fundraising campaign held annually at the hospital.

“I knew nothing about United Way,” Roy said. “What I learned was impressive. The first thing that struck me was the scope of the work the organization does in a six-county area. They supported 105 agencies over the six counties. Secondly, the ease through which people could donate surprised me. One donation from one paycheck covers many different needs through so many organizations.”

She was also struck by the team building structure of the campaign. “The way they do it gets an entire company involved, making it not only a motivation to give, but a fun way to build camaraderie around one cause. Employees come together for events they design and implement. It energizes all the employees.”

That experience began Roy’s involvement in United Way. She was happy to see money from



Mark Lemieux and Jan McGaha

the campaign coming into Morgan County through organizations such as the Barbara B. Jordan YMCA, Wellspring Center, Youth Connections, American Red Cross, Boy Scouts Hoosier Trails Council, Girl Scouts of Central Indiana and the Salvation Army. Those organizations are still receiving funds today as she is going into her seventeenth year with the organization.

After the hospital campaign ended, Roy enlisted as a volunteer with the main organization in Indianapolis. With a background in youth ministry, Roy was eager to be a part of the Youth as Resources program. She held a part-time position that helped youth identify needs, apply for grants, and complete service projects in their communities. She worked full-time at the hospital and part-time in the evenings until the program ended in 2008.

2008 – A year of crisis

In addition to the financial crisis hitting the country, and Morgan County, hard in 2008, Morgan County, and particularly Martinsville, was overwhelmed by flood waters on June 7, 2008. “There was about 30 minutes between the time the flood waters starting rolling down my driveway to the moment I evacuated. The flood completely wiped out my neighborhood. It was devastating. I lost my home and my vehicle, as did my neighbors. It was a tragedy

for the community, eventually the county was deemed a national disaster.”

The next day Roy and her neighbors were allowed back to their homes to see what was left of them. “I had nothing left but the shirt on my back and the pair of sweatpants I had on when I left. People were covered with mud up to their chins. A lady called out, pointing to me saying, ‘Oh, United Way is here!’ It took me a minute to figure it out because, I was not United Way coming to the rescue. But the shirt I had on was my United Way shirt and said, ‘Live United.’”

“I told her, ‘No, I am your neighbor. I am going to see what has happened in my own home.’ It was a turning point for me because I realized that I was officially homeless and I was going to be looking for assistance from the Salvation Army and Red Cross, just like so many others.”

Just two weeks before the flood, the United Way Area South director had announced she would be leaving and she was already in that process when the flood occurred. People were encouraging Roy to apply for the position. “All I could think was, are you kidding me? I just lost my home!” But the advisory board kept pressing and I finally relented. “I was in such a state that I don’t even remember the interview. Going through everything that was happening

United Way

Diana Roy, Area Director
26 S. Indiana St.
Mooresville, IN 46158
Phone: 317-584-3674
Email: diana.roy@uwci.org
Web: uwci.org

was the beginning of a transition for me personally, as well as in my career. I got the job.

“I was in the middle of losing my home and could barely function myself, but also directing people on where to get services. The United Way office became disaster central.”

Infrastructure in Martinsville and other parts of Morgan County like bridges, roads, and sewer tiles, were damaged or destroyed by the flood. The Indiana Association of United Ways pulled together \$1.7 million under their basic needs and disaster relief funds and sent it to municipalities in Morgan County for long-term infrastructure repairs.

“It was United Way,” Roy said, “that helped rebuild Martinsville and the County after the flood.”

Out of crisis comes passion

Roy saw families move out of Morgan County. “They had nothing left,” Roy said. “They just had to pack up and go. I look at me, and my cat and dog, all rescued but staying in the homes of friends and family. It was a really strange time. I really, really, for the first time, as the recipient of United Way services, realized the true impact of what United Way is all about.”

As Area Director, Roy said her role changed from youth worker to other, larger roles with one of them mainly fundraising. She had always felt uncomfortable in the fundraising role. But from her own personal crisis she had developed a different perspective on fundraising and giving. “Talking to an audience of people who were in recovery, I could share my own experience about how someone could fall off the path of being a sufficient citizen and still recover. And that it is United Way that helps you recover. A lot of times people don’t understand it until they have been touched by a life-changing event. I have and have actually been helped by the agencies. I can share it from my heart and soul.”

Continued on Page 15

Safety span of control: analysis, education, practice

Brock Safety Consultants

Steve Brock
1334 Clore Dr.
Martinsville, IN 46151
Phone: 765-792-0365
Email: steve@brocksafetyconsultants.com
Web: www.brocksafetyconsultants.com

By Elaine Whitesides

Morgan County Business Leader

As a young man, Steve Brock says, he came to a fork in the road. He had to choose one of two paths. One led to a career as an architect or engineer, but didn't give back to society in the way he wanted. He chose the second path, giving his life to serving others.

Not only was Brock drawn to his career by being able to help people first hand in a time of dire need, but he liked the action inherent to being an emergency medical technician (EMT). He and his wife, Stephanie, came to Morgan County in the 1980s for jobs. "We were so welcomed by the people in the Morgan County community that we have never considered relocating elsewhere," Brock said. "We felt we were led here." The couple made Martinsville their home, rearing two children, Lucas, now 21 and Kara, now 20, and becoming part of the community.

Through the years, Brock sought and obtained training as a firefighter, an EMT, and from agencies such as OSHA, FEMA, and the Department of Homeland Security. Professionally, he held various positions, including EMT, firefighter paramedic, Emergency Medical Services Division Chief, and as a medico-legal death investigator. "Credentials matter, because you have to know what you are doing in the job," Brock said, "But to me, it's so more than a paycheck. There is such personal satisfaction and gratification."

In addition to working for a paycheck, Brock took his knowledge and desire to work



Steve Brock

toward a greater good to community service. He said it was in the aftermath of a 2002 tornado in Martinsville when his own home was destroyed, that he saw how the lack of coordination of emergency services hindered the response. From that experience he played a part in developing a community response team in Morgan County to teach community members how to help and respond to help others.

Brock has been, or is, active in the Morgan Substance Abuse Council, the Martinsville School District School Board, and as an elder at River Valley Christian Church.

He also led the development of the Morgan County EMS Association shortly after the tor-

nado and has served as president for the last 14 years. The Association brings together personnel from all the departments each month for training, and have outfitted two Mass Casualty EMS Supply Trailers for use in emergency situations.

"My goal is to train and equip people so they, too, can help others," Brock said. "The police or fire departments can't be everywhere, so the more people we can get trained, the greater success we will have."

Taking Safety to the Business Community

"Safety is everybody's business," Brock said. He started Brock Safety Consultants to ad-

dress one of the biggest needs in the business community: occupational safety. He said that the cost, in this country, of workplace injuries is about \$64 billion a year. The lesson is that training and emergency preparedness would cost much less than a company stands to lose in expenses and costs related to employee injuries and property losses.

"Every company has to comply and might need education or training on OSHA compliance, how to handle workplace violence, customer or family violence, or any other natural or man-made disaster." With OSHA certification, Brock is able to train and educate business owners and managers in all OSHA-related mandates. With a Hazardous Vulnerability Analysis he can identify potential exposure and demonstrate ways to mitigate it, from poster display to reporting of injuries or safety data sheets. "No matter what size the organization," Brock said, "business owners must provide employees with a safe and effective worksite. And worksite could be your business location or an off-site location."

Every Morgan County company now has access to an OSHA-trained and certified professional through Brock Safety Consultants.

How to Mitigate Occupational Health and Safety Vulnerabilities

One of the needs in the community that Brock fills through his business aligns with his long-time held beliefs and that is training and education. "I know what I know, and I know safety," Brock said. "I have been blessed with that mind for a reason. In the end, I have to answer whether I shared it and used it for good."

"One of the biggest demands is for CPR and first aid training," Brock said. "Education is the first step in preparedness. The next is creating a safety program and protocol and then practice. No one can take safety for granted because there are threats all around. Knowing what to do in an emergency is critical training for managers and employees. The strength of an organization is in the strength of each member. With that in mind, we can always improve safety."

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10 questions to ask before writing a T&E policy

Regardless if you are a big or small business, the need may arise for you to travel. There may even be a need for your employees to travel independently or as a group. Before you or your employees travel it would be wise for to develop some guidelines to help your employees make reasonable travel choices. A well-written travel and entertainment (T&E) policy can create guidelines and rules for travel and help your business save money.

There is not a one-size fits all T&E policy for a business; however, your T&E needs to reflect the culture of the company and takes into consideration how it interacts with other Human Resource policy and procedures. So, before you begin writing and establishing your company's T&E policy, consider these 10 questions:

- 1. Who will write the policy?** Someone has to write the policy so who will it be. Besides the owner, a cross functional team of employees and managers who all have a stake in the process can help to create a thoughtful policy.
- 2. Will a corporate card be used or will you reimburse your employees?** You will need to define how travel expenses will be charged and how reimbursement will occur. If you will be using a corporate card program, make it clear when the card should be used.
- 3. How will travel be approved?** If there will be an approval process to travel and expense for travel, make sure these guidelines are spelled out and understood by all who travel and approve travel related expenses.
- 4. Who is going to book travel for you?** Determine if you will have each employee book their own travel needs or use a designated travel vendor, partner or travel agent.



WILL GOTT
Business Travel

Using a centralized travel vendor or travel agency can help ensure travel expenses are managed properly.

- 5. What is your policy on alcohol?** Make is clear if all or some alcohol will be allowed during approved travel, if not spell out the reasons why.
- 6. Who will earn frequent flyer miles or reward points?** Clarify if miles and points earned during business travel belong to the employee or your company. Having employees earn points and rewards could be seen as a free company benefit to the employee.
- 7. Can employees fly first class or book a suite?** Spell out the booking guidelines for airlines, rental cars, hotels and other transportation. Consider if the travel is for multiple nights, a single day trip and why and where

the employee is traveling. The type of travel and length of travel may dictate different set of guidelines.

- 8. How will meals be handled?** Be clear on how much you will approve for food per day. A daily per diem or per meal per diem amounts could be part of your policy. If it is a per diem amount, specify how much will be allocated and what happens if the employee goes over that amount.
- 9. Will we require an expense report?** Keep your employees accountable for the money they spend while traveling. A monthly expense report is a good way to keep employees accountable for their spending. Make sure to spell out when the expense report should be completed.
- 10. How do you handle non-compliance when T&E policy is not followed?** Communicate your T&E policy to your employees on a regular based and spell out what will happen if they are caught not following your policy or try to commit fraud when reporting travel expenses.

Will Gott is the owner of Magnified Vacations CruiseOne, a locally owned and operated full service Cruise and Leisure Travel Agency. Will, and his wife Nikki, specialize in helping families and couples reconnect by helping create memorable vacations. Email Will at wgott@cruiseone.com, or call (317) 451-4232 or via www.magnifiedvacations.com

Keep your employees accountable for the money they spend while traveling. A monthly expense report is a good way to keep employees accountable for their spending.

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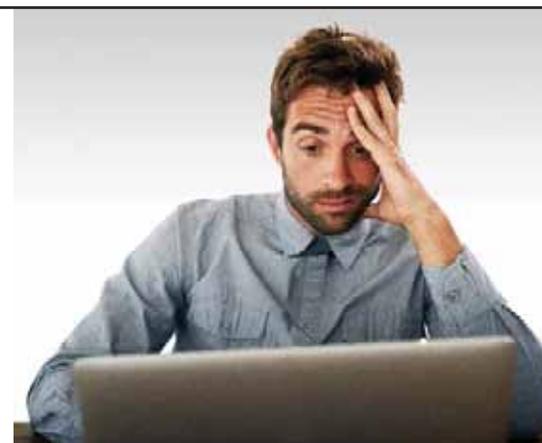
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Link Observatory Space Science Institute receives \$500,000 donation from Morgan County Community Leader

Morgan County, IN – The Link Observatory Space Science Institute received a \$500,000 donation from a group of philanthropists represented by William Blaschke to expand its DiscoverSpace informal Science, Technology, Engineering, and Mathematics (STEM) education programs.

“We believe the Institute’s impact on both the public and Central Indiana middle and high school students is phenomenal, and we want to see it grow,” said Mr. Blaschke. “This is a Morgan County organization that is improving education and creating tomorrow’s well-trained employees. We should all be proud of the impact they are having on the lives of future generations, and we fully support their efforts and the results they are achieving.”

At a time when there is a serious shortage of STEM educated workers in the United States and Indiana in particular, the Link Observatory Space Science Institute is helping to create those employees for tomorrow. By bringing highly engaging and exciting educational programs that inspire students to pursue careers in a STEM discipline, the Institute’s programs are helping to fill the skills gap and worker shortage in Indiana.

The Institute’s DiscoverSpace educational



From left, Ed Kominowski, Executive Director of the Community Foundation of Morgan County; William Blaschke; and Greg McCauley, Executive Director Link Observatory Space Science Institute

programs, launched with a pilot program in Morgan County in August of 2015, provides informal STEM education to middle school and high school students on NASA missions, astronomy, and space exploration. With diminishing school budgets and a focus on standard-

ized testing results, funding for the Institute’s exciting and engaging STEM educational programs is hard to find in many school districts. Because of the impact educators have seen with students using the programs and the demand from teachers to bring these programs into their classrooms, the Institute has a waitlist of over 100,000 students wanting to participate.

“We are extremely grateful to Mr. Blaschke and his group for their generosity to allow even more students and members of the public to get highly engaging, inspirational STEM education on a subject that captures almost everyone’s imagination,” said Link Observatory Space Science Institute Deputy Director Kurt Williams. “The results we have seen so far will be magnified by this donation, and we will be able to serve more of Indiana’s students that want quality STEM education. This donation will help us bring Indiana back to a leadership role in STEM education.”

“With this grant, thousands more Indiana students in Morgan County and beyond will be exposed to and engaged in exciting STEM ed-



ucational programs that inspire them to pursue careers in STEM fields,” Williams continued. “We hear the story often from students, like one 5th grade young lady who regularly attends our programs, that their school does not even offer science courses. She asked if we would write a letter of recommendation for her to attend a NASA summer camp for middle school girls because a letter of recommendation was a requirement and she did not have a science teacher at her school to write a letter. We did, and she was accepted. After returning from the camp, she told us that she wants to be the first human to walk on Mars, and will be pursuing a career in a STEM field. That would never have happened if she were not engaged in our programs and inspired to pursue the opportunities before her. We are transforming lives through technology and exploration, and this grant will help so many more students pursue their dreams.”

Link Observatory Space Science Institute’s DiscoverSpace educational programs allow students to engage with NASA scientists, engineers, astronauts and other experts in ways that bring space exploration and scientific discovery alive. Students can, and have, made real contributions to the worldwide database of scientific knowledge through the programs offered by the Institute. Digitally delivered, on-demand and requiring minimal teacher prep time, educators are able to bring rocket science and the wonders of the universe into the classrooms without having to be subject matter experts.

For more information on Link Observatory Space Science Institute, and its DiscoverSpace educational programs, please visit: www.LinkObservatory.org or www.DiscoverSpace.education.

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Quit season is here

The New Year is here, and it's a great time for fresh starts. If you're a tobacco user, the best thing you can do this year is to make a quit plan. Smoking is still the number one cause of preventable death in Indiana. Making the decision to quit can dramatically reduce your risk for life threatening diseases.

Quit plans:

- Combine quit smoking strategies to keep you focused, confident, and motivated to quit
- Help identify challenges as you quit and ways to overcome them
- Improve chances of quitting smoking for good

A trained quit coach at 1-800-Quit-Now can help with a quit plan.

SmokeFree.gov includes the following steps for having a successful quit plan:

- Pick a quit date
- Let loved ones know you are quitting
- Remove reminders of smoking
- Identify your reasons to quit smoking
- Identify your smoking triggers
- Develop coping strategies
- Have places you can turn to for immediate help
- Set up rewards for quit milestones

Free, confidential help is available at 1-800-Quit-Now or QuitNowIndiana.com.



JENNIFER WALKER

Make 2018 your best year ever by making the decision to quit.

For more tips or assistance in helping employees kick the tobacco habit, contact Jennifer Walker, Director, Ready Set Quit Tobacco at jennifer@readytoquit.org. Ready Set Quit Tobacco is funded, in part, by the Kendrick Foundation, Inc. through the Community Foundation of Morgan County, Inc.

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PATIENT ACCESS

What is it? What does it even mean? And why is it so important?

Recently the words “Patient Access” have become the top contenders for healthcare Buzzwords of the Year. Okay, there are no official healthcare buzzwords of the year, but Patient Access is coming up in all kinds of conversations across the healthcare spectrum – from executives to physicians to patients to policymakers. And common phrases like this – or jargon – often come with different meanings.

For many, Patient Access means the department within a hospital or outpatient care facility that is in charge of registration, insurance verification and billing. It actually makes sense to think of Patient Access in this way because these “access departments” touch every patient who comes through the doors.

More recently, many define Patient Access as everything that affects a patient’s ability to get the care they need – at the time they need it, close to home. Within this “ability” to get the care they need falls health insurance coverage and the ability to pay for those needed services.

I see it as a mix of the two – with the latter being more important. Access to comprehensive, quality healthcare services is important to increasing the quality of a healthy life for everyone – timely access to those health services in the community in which you live helps achieve the best health outcomes.



LARRY BAILEY
Wellness

Patient Access encompasses three key components: coverage, services and timeliness.

- **Coverage:** health insurance coverage helps patients get into the healthcare system. The Affordable Care Act has significantly changed this component of Patient Access.
- **Services:** improving healthcare services depends in part on ensuring that people have a primary care provider with whom they’ve developed a meaningful care relationship. It also means having access to preventive services – to detect symptoms of disease before they occur. Specialty care

services are equally important. Finally, it’s important that patients have access to emergency medical services.

- **Timeliness:** timeliness is a healthcare system’s ability to provide healthcare quickly after a need is recognized. This can include time waiting in a doctor’s office or emergency room, or the time it takes between identifying a need for a test or procedure and actually getting the test or procedure.

So it’s important to have insurance and access to affordable services; it’s important that key services are offered (including both primary and specialty care, emergency care and preventive care or wellness); and it’s important that these services are offered in a timely manner.

IU Health recently identified “access to healthcare” as the leading community health need in all the communities it serves across Indiana – including Morgan County. Patient Access may very well be a buzzword in healthcare but fortunately for the health of us all, it’s also a trend that’s here to stay.

Larry Bailey has been a member of Indiana University Health’s staff since 1992 and currently serves as President of both IU Health Morgan and IU Health Paoli Hospital. He holds a Bachelor of Science degree in Business from Indiana University and completed his MBA through Morehead State University. He is a member of the American Institute of Certified Public Accountants and the American College of Healthcare Executives.

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Now Roy is an advocate for United Way, all the agencies it supports, all the programs it delivers, and all the residents who benefit from it. She is well-versed in community needs and the role of agencies to align with one of the four priorities established by United Way: Education, Financial stability, Health, and Basic Needs.

"We want to see our dollars work most effectively. About four years ago we rolled out "The New You" program because we wanted people to know that we are here to talk about the community impact is, what the outcomes are, from the programs we support."

Community outreach and volunteerism

In an effort to promote outreach into Morgan County communities, Jan McGaha joined Area South United Way as Volunteer Engagement Coordinator. They have introduced several new programs including Read UP in all the school districts in the County. About 150 tutors serve 72 students with 90 minutes of reading tutoring per week. Readers United at the YMCA preschool promotes early literacy programming. Two middle schools have seen the introduction of United Way Youth Council, an engagement program where students identify challenges for students and with the support and guidance of United Way, staff sponsors, and high school mentors, develop plans to address those challenges.

Another United Way service is free tax return preparation for those with incomes of \$66,000 or less. Volunteers are trained and certified through the IRS. "The more volunteers we have," McGaha said, "the more returns we can prepare."

There are many different volunteer opportunities in Morgan County and opportunities for business owners and leaders to get involved. "Not only can businesses build morale, motivation, and productivity in their companies through active volunteerism," Roy said, "but statistics show that employees in their companies could be in need and the employers might not be aware."

Employees who are earning \$10 to \$12 per hour, based on the Asset Limited, Income Constrained, Employed (ALICE) report, are probably living at the bare-minimum Household Survival Budget. That means they are living on the edge, and are probably in need of assistance.

"There are so many giving people in the County," McGaha said. "We can do so much more and are looking for volunteers." Giving employees an hour to read to students, help at a food pantry, or some other agency is a way business can get involved and improve life for their employees and other residents of Morgan County. They can choose when they want to serve and where. "There's really something for everyone," McGaha said. "It can be directly with United Way or through the agencies we support."

Another way for business leaders to be involved is at the board level. Mark Lemieux, Senior Vice President of Retail and Marketing, Citizen's Bank, is currently Co-chairman of the Area South Advisory Board for United Way, Central Indiana. "The Advisory Board is the way to be involved at the leadership level," Lemieux said. He is also a member of the United Way compliance community, who reviews agencies for compliance to the United Way standards. "This is a way to learn more about those



Diana Roy

agencies and what they are doing in our community." Lemieux says that one of the challenges in making donations to many different charities is the redundancy in overhead costs. "Dollars spent on programming are where the money is best spent," Lemieux said. "With United Way, the redundancy is eliminated, meaning more money goes to programming in the community."

Celebrating 100 years and more

There will be a luncheon on April 11 at SCI REMC in Martinsville to celebrate the anniversary and honor volunteers of Central Indiana. The honorees will be 100 heroes selected from those nominated by their peers. More than 300 people were nominated and will be recognized as well. Citizen's Bank is a primary sponsor, but other businesses are encouraged join them in participating.

In fact, Roy, McGaha, and Lemieux all agree that partnering with the United Way is one of the easiest, and most effective ways for business owners to engage employees at work and in the community.

"United Way is here, 24/7, 365 days a year, in good times and in bad times," Roy said. "Just reach out to us, let us tell our story and get you and your company involved. United we fight, united we win. We are fighting for everybody in our community and we just help. With your help we can provide more funding, more advocating, and more volunteers to make a difference."

Networking Opportunities

Martinsville Chamber of Commerce: The regular monthly meeting on the third Friday at 11:30 AM at the Morgan County Administration Building, 180 South Main Street. For more info, please contact the Chamber office at (765) 342-8110 or visit its website: www.MartinsvilleChamber.com

Rotary Clubs: Martinsville meets every Tuesday at noon at the First Presbyterian Church, 240 East Washington Street, Martinsville. Mooresville Decatur meets every Wednesday at 7:30 AM at Jones Crossing Banquet Center, S.R. 67 and Allison Road, Camby.

Business Networking International: Morgan County Connections meets every Wednesday Morning at the Mooresville Public Library, 220 West Harrison Street, from 8:00am to 9:30am. For more information call Angela Kath at 317-445-9827.

Mooresville Chamber of Commerce: The regular monthly meeting on the third Thursday from 11:30 AM to 1:00 PM. The meeting location is Mooresville Eagles Lodge, 451 Samuel Moore Pkwy. Lunch is free. For more information call the Chamber office at 317/831-6509 or visit its website: www.MooresvilleChamber.com.

Morgan County Toastmasters Club: Meets every Thursday at 6:30 p.m. at the Ivy Tech Mooresville Education Center.

Business & Professionals Exchange: This Hendricks County meeting takes place each Tuesday from 8:15-9:45 a.m. at Trine University, 7508 Beechwood Centre, Avon. More information at www.b-p-e.org.

Rediscover Martinsville: An Indiana Main Street U.S.A. Association. For information: PO Box 1123, Martinsville, IN 46151. 765-343-6303 or e-mail: rediscov-ermartinsville@gmail.com. Follow us on Facebook.

Morgantown Merchants Association: The Morgantown Merchants Association meets at the Fire Station on dates to be announced. For more information call Sharon Zimmerman at the Stitchery Mill at 812-597-5997 or on www.MorgantownIndiana.com.

Networking Business Women of Morgan County: NBW of MC meets on the second Thursday at 11:30 AM at the Mooresville School Administration Building next to the Post Office on Carlisle Street. Bring your own lunch. For more information, call Patti Wilson at 317-856-9801.

Mooresville Chamber of Commerce Networking Breakfast: Event the 4th Thursday of each month at Bran & Shorts Coffee House at 8:00am, located at 15 W Main Street in Mooresville. Please RSVP to mindy@mooresvillechamber.com, public welcome, do not need to be a Chamber member to attend.

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