



Kristi M.
 Howell-Ikeda

President's Message

November is upon us and so is the holiday season. I am torn between whether to give you advice on what not to do at your office holiday party this season (like dip your bosses tie in the eggnog while asking for raise) or how to focus more how we can turn this crazy season of "who gets what" and "what to get so-and-so" into a more positive experience. I've opted for latter.

We've all addressed the dilemma - "Do I buy a holiday gift for Marge at the front desk even though she doesn't report to me?" or "What about Bob in the mail room?" Some companies may have a policy on holiday gift giving which I think helps alleviate the stress. If your company doesn't have a policy, I recommend establishing one.

As if dealing with family gift giving isn't enough, we put this tremendous stress on ourselves, trying to find the perfect gift for our staff or the boss all while trying not to be understated or too ostentatious. All I can say is STOP the madness!

I am all for showing appreciation to our colleagues and staff, but at the holidays it takes on a life of its own. In addition, with so many different cultures in our workplaces, we must take heed not to offend our colleagues who may not celebrate the same holidays or any at all.

I am encouraging you to take a new approach this holiday season. Try taking an alternative approach to office gift giving this season by adopting an organization, in lieu of purchasing gifts for each other. I know of

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Is Your Business Ready for Flu Season?

Over the last several months there has been a lot in the news about the H1N1 flu, the new influenza virus first detected in people in the United States in April 2009. During an influenza pandemic, like the H1N1 flu, businesses and other employers have a key role in protecting employees' health and safety as well as limiting the negative impact to the economy and society. Planning for pandemic influenza is critical. Companies that provide critical infrastructure services, such as power and telecommunications, also have a special responsibility to plan for continued operation in a crisis and should plan accordingly. As with any catastrophe, having a contingency plan is essential.

The Centers for Disease Control and Prevention has released a "Guidance for Businesses and Employers To Plan and Respond to the 2009-2010 Influenza Season," which can be located at <http://www.cdc.gov/h1n1flu/business/guidance/>. This guidance highlights what businesses can do now to prepare for the influenza season.

Here are a few items businesses should consider when preparing:

- Review or establish a flexible influenza pandemic plan - involve your employees in developing and reviewing your plan;
- Have an understanding of your organization's (normal) seasonal absenteeism rates and know how to monitor for any unusual increases in absenteeism through the fall and winter.



Resource:
 Burlington County
 Health Department
 609-265-5548

- Engage state and local health departments to confirm channels of communication and methods for dissemination of local outbreak information;
- Allow sick workers to stay home without fear of losing their jobs;
- Develop other flexible leave policies to allow workers to stay home to care for sick family members or for children if schools dismiss students or child care programs close;
- Share your influenza pandemic plan with employees and explain what human resource policies, workplace and leave flexibilities, and pay and benefits will be available to them;
- Identify those tasks that can be accomplished through telecommuting and insure that sufficient support is available to support it;
- Cross train critical positions.

There are also everyday actions that you and your employees can take to help
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President's Message

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one office that adopts seniors without family at the local nursing facility and purchases gifts for them. Perhaps someone in your own office is sponsoring a child or a family and could use the help with that project. Take stock of the how much money you spend on holiday gifts and donate it to a local organization for a special holiday event.

Consider doing a volunteer project together as a company, instead of spending a ton of money on a holiday party that everyone feels obligated to attend. You could volunteer at a soup kitchen and do a hands-on project for an organization. This is a tough time of year for organizations that mentor youth; find out what your company can do to make their holiday better.

If all that's too much and you really want to do something personal, make a donation to a charity, of his or her liking, in your staff or boss' name. You don't have to disclose the amount and you've done something personal and charitable at the same time.

These are just a few of the countless things

Consider giving back to those in need.

you can do that eliminate the stress of office gift giving over the holidays while giving back to the community. Opportunities like this foster great human spirit at one time or another. Much more so than colleagues comparing those awful prepackaged gift sets that we all pick up because we have no idea what else to do and feel obligated to do something. Think of all the fun you'll have sitting in the conference room at lunchtime wrapping gifts for children in need, if that's the route you choose to go.

Have a luncheon to celebrate. I know you're cutting your budgets and a lot of people are not having lavish holiday parties...keep it simple. I still want you to celebrate. My staff and I will enjoy a nice relaxing lunch around the holidays and get to know one another better. It's a great time of year to take in the sights and the sounds of the season and learn about each other. So, consider how each one of us can make a greater difference this holiday season and think about eliminating all the stress of office gift giving and consider giving back to those in need. •

HELPING HIGH TECH START-UPS SINCE 1998

BCC Incubators Recipient of Regional Economic Impact Award

BY MIKE WILLMANN

The 10-year old Burlington County College High Technology and Life Sciences Incubators, which are the multi-million, bricks-and-mortar home to almost three dozen companies and the "virtual" home to many more, has been selected as the winner of a major regional economic impact award.

The Incubators, which were recognized by *Southern New Jersey Business People's* with the publication's Quarterly Impact Award, consistently spawn new jobs at the rate of between 30 and 50 a year.

With 20,000 square-feet devoted to assisting start-up businesses with new product development and manufacturing, the Incubators represent one of the College's most successful service initiatives to the business community.

They serve as a catalyst for economic growth in the Burlington, Camden, and Gloucester County region by creating new jobs, products and services, according to BCC's Director Small Business Development, Paula Fett.

So far this year, the Incubator has successfully graduated a half dozen

companies and continues to be full. "Virtual" tenancy opportunities are offered to companies that qualify, including the 15 currently on the waiting list for on-site tenancy.

"The BCC incubators focus on meeting the special needs by providing professional work environment, shared services, training and business related programs are areas for



targeted growth. BCC believes that the management and mentoring given daily will enhance and develop these companies into strong, viable successes," says Fett.

Because of the demand and the growing

waiting list, the Incubators have created an Advisory Council that assists the College with:

- Initial review of prospective tenants' business plans and applications
- Periodic reviews of tenants' progress in developing their business
- Development of strategies to improve chances of for tenant success
- Help in developing business assistance workshops and forums

The most recent addition to the Incubator is a \$4.1 million Life Sciences wing—which is targeted to biology and chemistry start-ups, with an emphasis on pharmaceuticals, medical technology, photonics, and nanotechnologies

Fett points out that "firms in these markets have a higher probability of generating revenue to the College through warrant agreements." She adds that the "trend in these markets is for large firms to contract with small firms for basic research because lower overhead."

And because "the commercial market does — continued on page 5



BCCOC MEMBER OF THE MONTH

Saratoga Benefit Services: Making Your Benefits “Fit”

Celebrating its 11th anniversary this year; Saratoga Benefit Services, LLC specializes in employee benefits planning and brokerage. Representing all the major health, prescription, dental, life and disability carriers with companies such as Aetna, Blue Cross, AmeriHealth and AFLAC, to name a few. Working in all aspects of plan design, plan management and benefit communication, Saratoga provides expertise in fully insured and self-funded plan design for medical plans and ancillary benefits.

Saratoga is headquartered in Burlington County. Principal Amy Webb describes her firm as a “benefits boutique.” We are not jacks-of-all-trades and masters of none. Employee benefits are what we do and what we do well. We have the ability to adapt to our clients corporate culture and develop a servicing strategy that works best for their employees and their benefits personnel. While healthcare inflation has been in the double digits for the past 10 years, many of



Saratoga’s clients have experienced modest premium increases while still maintaining a comprehensive level of benefits. Their staff has accomplished this by understanding the marketplace, knowing what carriers are hot and which ones are not. In addition, by knowing what new plan designs have been developed and continue to offer good value, Saratoga keeps abreast of the latest trends such as Health Savings Accounts (HSA’s) and Health Reimbursement Accounts (HRA’s).

With employee benefit costs the second largest business expense after payroll, it is important for employers to get the most

value from the employee benefits package. Benefit education, innovation and communication are critical to creating a benefit plan that is appreciated by employees and their families. Saratoga Benefit helps clients achieve value by offering an extensive menu of services. Services include strategic planning, a thorough market analysis and extensive rate and plan negotiation. We also work with clients to develop proper payroll deduction strategies as well.

For companies with larger employee populations, Saratoga Benefit also has the ability to provide customized employee benefits websites. Sites can be tailored to provide personalized benefit information, on-line enrollment technology, consolidated billing statements, a universal enrollment form and complete COBRA administration.

If your benefits don’t seem to “fit” your company and employees, contact Saratoga Benefit Services. •

BCCOC would like to thank our
RENEWING MEMBERS

American Red Cross of Burlington County
Lumberton
Member Since 1983

Andrews Federal Credit Union
Wrightstown
Member Since 2004

Birdsall Services Group
Marlton
Member Since 2005

Burlington County College
Multiple Locations
Member Since 1980

C.E.M. HR Strategies, Inc.
Woodbury
Member Since 1997

Comcast Spotlight
Cherry Hill
Member Since 2003

Credit Union of New Jersey
Willingboro
Member Since 2006

Deerwood Country Club
Westampton
Member Since 1996

Impact Signs & Graphics Inc.
Evesham
Member Since 2005

Masonic Charity Foundation of NJ
Burlington
Member Since 2007

Medco Health Solutions of Willingboro, LLC
Willingboro
Member Since 2004

MGG Paper & Janitorial Supplies & Service
Hainsport
Member Since 1993

New Jersey Regional Council of Carpenters
Burlington City
Member Since 2006

New Lisbon Developmental Center Family & Friends Association
New Lisbon
Member Since 2008

Parker McCay P.A.
Marlton
Member Since 2004

Roebing Bank
Multiple Locations
Member Since 1995

Sam’s Club #8145
Cinnaminson
Member Since 1989

Taenzer, Ettenson, Stockton & Aberant, PC
Moorestown
Member Since 1979

The Boost! Company
Riverside
Member Since 2008

The Enterprise Center at BCC
Mount Laurel
Member Since 2005

Tech Check How Smartphones Can Boost Your Business

BY HARRY MARTIN



In today's business climate, the stakes are high for companies trying to grow in this challenging economy. It's important to demonstrate commitment to existing clients, increase employee productivity, and go the extra mile to win new customers. One strategy for addressing these challenges is to weigh the advantages smartphones can offer your business.

Smartphones provide instant access to e-mail, mobile messaging, web-browsing and calendar-syncing. Smartphones also offer other capabilities that can give your business an edge such as secure, instant access to records and research information that can help mobile employees be more responsive to customers while outside the office. Improved workforce management is another benefit smartphones offer. For example,

using wireless technology, your business can locate and dispatch remote workers, collect and analyze employee timecard information, and quickly send customer service requests to team members in the field.

Some smartphones also feature global capabilities that enable you to make voice calls, access e-mail and files on your office PC, or browse the Web at broadband speeds from hundreds of locations across the globe.

How do you determine which wireless provider to work with, which device to choose, and which operating system is best for your company?

Ask the wireless carrier for a needs analysis and allow access to your staff and the inner workings of your business operations. Then, a consultant can recommend a smartphone that delivers the software applications, security protection, operating system and customized pricing that work best for your business.

Also, be sure to research the service provider's reputation for network reliability by canvassing business colleagues or reviewing consumer-focused publications or

web sites. It's critical to understand that any wireless device - no matter how many bells and whistles - is only as good as the wireless network that supports it.

Having a wireless consultant customize a plan for you ensures you'll get the right technology package to help increase efficiency, productivity and drive sales.

- A real estate agent using a smartphone could quickly search MLS listings and show images of additional homes on the market to clients while in the field.
- A trucking and storage company could utilize GPS technology via smartphones to give its drivers access to turn-by-turn directions and also to track its trucks.

These are challenging times for companies of any size but the wise use of wireless technology and devices such as smartphones can result in substantial long-term value for your customers and help increase your company's bottom line. •

Harry Martin is a Regional Director for Advanced Technologies at Verizon Wireless. Email Harry: harry.martin@verizonwireless.com.



Discover

something new...
something great...

...discover yourself at BCC's Life Science Incubator

Introducing Burlington County College's state-of-the-art wet labs in our Life Science Incubator.

- State-of-the-art wet lab space
- Affordable and advantageous for life science start-ups
- Proximity to Princeton, North Jersey, New York City and Philadelphia
- Accelerate technology transfer
- Assist life science start-ups
- Labs include fume hood, lab sink, case work and private office

For more information, please contact Paula Fett at (856) 222-9311, ext. 2801 or email pfett@bcc.edu

Technology Way
Burlington County College
Route 38 & 295 • Mt. Laurel, NJ

www.bcc.edu



Getting You There.
For 40 Years.



Members in the News

Christopher Luke Joins Intelysis

Intelysis Corp. an international firm providing corporate investigations, computer forensics and background checks, pertaining primarily to the prevention and detection of fraud and white collar crime, announced the new hire of Christopher Luke as Digital Forensic Examiner. In this capacity Luke is part of the firm's U.S. digital forensics team responsible for analyzing and producing electronic evidence in corporate fraud cases via forensic acquisition of data from computers, servers and other electronic equipment.

Luke brings over 13 years of forensic and network IT experience to Intelysis. Previously he served as the primary forensic analyst at Internet Crimes Group Inc. in Princeton. "Chris's stellar background in forensic and network IT make him an outstanding addition to our team," said Jeffrey S. Brenner, Esq., NJLPI, director of U.S. Operations for Intelysis. "With the proliferation of electronic devices and social networking, greater diligence is needed in preventing and identifying corporate fraud being committed in these realms."



Youth Volunteer Coordinator Joins Samaritan Hospice

Terry Warburton of Haddonfield has joined Samaritan Hospice as the not-for-profit organization's Youth Volunteer Coordinator. Warburton, who has over 10 years of education experience, will

head the teen volunteer program, SamariTeens. Her efforts will help young people throughout Samaritan's five county service area of Atlantic, Burlington, Camden, Gloucester and Mercer counties become involved. Teens can perform special projects to support Samaritan patients and families while completing community service hours or adding extra-curricular activities to their college/scholarship applications.

MEND Receives Governor's Excellence Award

MEND has recently been honored with a NJ Governor's Excellence in Housing Award: Outstanding Affordable Housing Development of 2009 for MEND's recently completed 104-unit apartment complex for families on Sharp Road in Evesham Township. The award was formally presented to MEND by Marge DellaVecchia, Executive Director of the NJ Housing and

Mortgage Finance Agency, at a luncheon held at the Governor's Annual Conference on Housing and Community Development in Atlantic City on September 23, 2009. MEND's Sharp Road Family Housing development partners, Conifer Realty, LLC of Mount Laurel and the Township of Evesham, were Co-Honorees for their important roles in the project.

MEND, Conifer and Evesham were recognized for the outstanding public-private partnerships and local cooperation that enabled the development and construction of this much-needed affordable rental housing.

South Jersey Federal Credit Union's New "Green" Corporate Center Now Open

South Jersey Federal Credit Union (SJFCU) announces the opening of its new 30,000-square-foot Corporate Center. The new facility is located directly behind the Deptford headquarters branch office on Hurffville Road.

The Corporate Center was built following benchmark guidelines of the LEED® (Leadership in Energy and Environmental Design) Green Building Rating System. LEED®, developed by the U.S. Green Building Council.

The facility features: Solar reflecting "white" roof to reflect heat, high efficiency HVAC, water usage efficiency, internal air quality plan, 90 percent of space with outdoor views and priority parking for low emission and carpool vehicles.

The new building houses the human resources, marketing, business development, data analysis, research and audit departments and senior management offices, and also features new conference space. •

BCC Incubators

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not provide a meaningful supply of laboratory space for start-ups" the new incubator is well positioned for success, Fett believes.

Each BCC Incubator tenant company has access to resources, support in developing business and technology plans, and opportunities to exhibit at conferences and venture capital showcases.

"Tenants can tap into a rich network of business resources, invaluable to start-up company's development, including: legal, venture capital, governmental, scientific, licensing, patent, grant funding, marketing, and e-commerce resources," says Fett.



Receiving area and Incubator tenant

The Rt. 38 location of BCC's Mount Laurel Campus offers Incubator tenants "complete access to a nationally recognized community college, and its undergraduate technical and scientific programming," adds Fett.

Fett sees the College's Enterprise Center as a key "added feature" of the Incubator site. "This 90,000 square foot corporate conference and training facility delivers leading-edge technology training solutions to businesses anywhere in the world via videoconferencing and teleconferencing," says Fett. "No other incubator in the region has anything like it," she adds.

Fett also serves as the President of the New Jersey Business Incubator Network (NJBIN). Her dual position allows her to oversee all the incubators in the State of New Jersey and assist young entrepreneurial companies through their early stage development with critical support and coaching from experts. •

Mike Willmann is Chairman and CEO of WMSH Marketing Communications, and chairs the BCCOC Economic Development Committee. For more information email Mike: michaelwillmann@wmsh.com.



Want to see your name or your company's name in The Communicator?

It's easy, click here:

communicator@bccoc.com, and send us your press releases, announcements, new hires and awards (100 word maximum).

November 10 Breakfast Before Business

HOST



Build connections and develop leads at our monthly free networking event.

Location:

Costco Wholesale
100 Centerton Road, Mt. Laurel

Time:

8:00 – 9:30 am

Cost:

Free for BCCOC Members • \$10 Prospective Members and Guests

Deadline to Register:

November 5th

November 12 Sexual Harassment Training: Preventing, Recognizing & Investigating Workplace Sexual Harassment

SPONSORS



Speakers:

Christine M. Bizarro, Director of Human Resources, Medco Health Systems of Willingboro, LLC

David A. Rapuano, Partner, Archer & Greiner, PC

Topic:

Increase your awareness of the legal landscape of sexual harassment and the critical and necessary steps organizations and leaders must take to ensure a workplace free of harassment.

Time:

7:45 am Registration and Networking

8:00 – 10:30 am Breakfast, Program & Q&A

Cost:

\$25 Members • \$35 Prospective Members and Guests

Deadline to Register:

November 5th



Approved for 2.0 HRCI general recertification credits

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that this program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

November 16 Women In Business Kick Off Assertive Doesn't Mean Bitchy: Communicating With Confidence

HOST:



SPONSORS:



Speaker:

Sandy Spadaro, Owner & CEO, SS Marketing Solutions

Topic:

Learn how to be an effective communicator while networking with the area's top women in business as we kick off our newest committee.

Time:

3:45 – 4:00 pm

Registration and Networking

4:00 – 4:30 pm

Workshop with Sandy Spadaro

4:30 – 5:30 pm

Cocktail Reception and Networking

Cost:

FREE for Members • \$20 Prospective Members and Guests

Deadline to Register:

November 11th

November 18 General Membership Luncheon

SPONSOR



Speaker:

Kris Kolluri, CEO, New Jersey School Development Authority

Topic:

Discover more about the SDA's investment this year in \$1.3 billion worth of projects in SDA (formerly Abbott) districts, which is creating business and job opportunities, and how this affects Burlington County.

Location:

Double Tree Guest Suites

515 Fellowship Road North, Mount Laurel

Time:

11:45 – 12:15 pm

Registration and Networking

12:15 – 1:30 pm

Lunch and Program

Cost:

\$30 Members • \$40 Prospective Members and Guests

Deadline to Register:

November 11th

November 24 Interfaith Prayer Breakfast

This annual breakfast is presented by the Marlton Rotary Club,
Burlington County Chamber of Commerce & Burlington County Times

Keynote Speaker:

Reverend Jonathan Miller, 1st Presbyterian Church of Moorestown

Location:

Mount Laurel Marriott
915 Route 73, Mount Laurel

Cost:

\$20 to attend • \$35 to be a Patron

Proceeds benefit the BCT Give A Christmas Fund

Registration:

Register through BCCOC if you would like to be seated at a BCCOC table. Credit cards are not accepted for this event; please make all checks payable to 'Marlton Rotary Club'

December 4th Solving The Puzzle: Helping to Put The Pieces Together For Your Business Team

SPONSOR



Every company needs a professional team to support their enterprise. This seminar will present a dynamic representation of the team and provide you with important information to help you make your business successful.

Speakers:

Greg Spewak, CPA, Ruotolo, Spewak & Co
Richard B. Charney, Esq., Partner, Charny, Charny & Karpousis, P.A.
John Taulane, District Manager, ADP
Doug Lubenow, Owner, Lubenow Agency
Stephen D. Leightman, AWM, First Vice President, Leightman Evans Group of RBC Wealth Management
Sheri Desartez, Owner, Looking Forward Coaching, LLC.

Location:

aloft
558 Fellowship Road, Mount Laurel

Time:

8:00 – 8:30 am Registration, Breakfast and Networking
8:30 – 11:00 am Program and Q&A

Cost:

\$25 Members • \$35 Prospective Members and Guests

Deadline to Register:

November 30th

** Prospective members and guests must be pre-registered; we are unable to accommodate non-member walk-ins at events.*

December 8th Breakfast Before Business

HOST



Build connections and develop leads at our monthly free networking event.

Location:

Sam's Club
2521 Route 130 South, Cinnaminson

Time:

8:00 – 9:30 am

Cost:

Free for BCCOC Members • \$10 Prospective Members & Guests

Deadline to Register:

December 4th

December 16th General Membership Luncheon

SPONSOR

Moorestown Wealth Management Group

Speaker:

Dr. Richard M. McCormick, President, Rutgers, The State University of New Jersey

Location:

Braddock's
39 South Main Street, Medford

Time:

11:45 – 12:15 pm Registration and Networking
12:15 – 1:30 pm Lunch and Program

Cost:

\$30 Members • \$40 Prospective Member & Guests

Deadline to Register:

December 9th

SAVE THE DATE



January 13th

Annual Installation and Recognition Dinner

Join us as we say install our 2010 officers and say "thank you" to our members for making 2009 a success!

Location:

Deerwood Country Club, 845 Woodlane Road, Westampton

Time:

5:30 pm Cocktails and Networking;
6:30 pm Dinner and Program;

Dessert Reception Immediately Following

Cost: \$65 per person • \$750 for a reserved table of 10

Performance Appraisals are Worth the Time

BY SUSAN MCCANN

Performance appraisals are an important component of the performance management cycle. Key to improving the individual performance of your employees, this process also helps your company achieve its goals. Sounds great, right? Then why do so many organizations not conduct reviews regularly and why do supervisors at companies that do face these tasks with dread? At companies without a regular review process in place, supervisors are often overwhelmed by the thought of embarking on such a process.

Even at organizations that conduct reviews regularly, most supervisors view this as time-consuming and difficult. Bottom line: it is time consuming, but it is worth the time.

Employees may also dread their performance appraisal, but many want and need to know how they are doing. Poor performers need help to improve, moderate performers need guidance and motivation and even high achievers need feedback, acknowledgment and help identifying new

Set goals for the coming year that are **SMART:**

Specific
Measurable
Attainable
Realistic and
Time-based

challenges. Here are a few tips to make the task less daunting.

Meet with employees throughout the year

Meeting with staff regularly to review their performance and progress towards goals is another key aspect of the performance management cycle. You can provide guidance/coaching, acknowledge strong performance and identify opportunities for

additional training. Notes from these sessions will greatly aid you in writing the annual review. If you are not able to do this, try keeping a file for each employee into which you simply add occasional notes - compliments from customers or co-workers or a great work on a project. You'll need to note difficulties that arise as well. Ideally, you'll address problems when they occur. When you review your notes at year's end, you can determine if the employee has overcome the problem or if further improvement is needed. This process helps you avoid the "recency affect" in your annual reviews - addressing only the past few months because that's all you remember!

Include a self-assessment

From a full appraisal of their own performance to a simple review of successes and difficulties, having your employee's opinions on how they are doing is helpful. You may disagree with an employee who thinks that things are great when you know improvement is needed. However, getting this information is essential; you can use the appraisal process to create a mutually-agreed upon plan action.

Avoid surprises

If you are addressing employee problems as they arise and acknowledging strong performers, there shouldn't be big surprises in your annual performance appraisals. On the other hand, if there are problems you haven't addressed, you should include them. Writing about a long-standing problem for the first time can be challenging, but it will be easier the second time and it gives the employee the opportunity to improve.

Use specific examples

In addition to being easier than writing only general descriptions, using specific examples helps the employee see that you are paying attention to his/her individual performance. Reference your notes from throughout the year and describe behaviors and efforts put forth, as well as results achieved.

Clarify expectations

Unclear expectations make performance reviews more difficult for both supervisors and staff. The annual review provides an

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Support Children and Families in **YOUR** Community!



When: Sat., November 7, 9:00 a.m.

Where: The Charles Yates Center for Children and Families
79 Chestnut Street
Lumberton NJ, 08048

Proceeds Benefit: The Family Service Food Pantry and our children's programs



- 5K Run AND 1 Mile Run/Walk
- \$1,000 in CASH Prizes
- USATF Certified Course
- Register at active.com

Sponsorship opportunities are now available!

For more info visit: www.fam-serv.org or email Nicoledo@famserv.org

WELCOME NEW MEMBERS

This month we welcome members who joined us in September

B.T. Edger & Son Realtors

27 East Main Street, Moorestown
856-235-0101

Since 1923 B.T. Edger & Son has been highly respected in the Moorestown area by offering professional real estate services to all of their clients.

MoorestownAreaHomes.com

Burlington Automotive

4500 Route 130, Burlington Twp.
609-386-0084

Burlington Automotive provides sales, service & parts for Volkswagen, KIA and Chevrolet.
myburlingtonauto.com

Burlington Meeting House & Conference Center

340 High Street, P.O. Box 246, Burlington City
609-387-3875

Meetings, retreats, conferences, and celebrations with accommodations for meals and overnight gatherings can all take place in this 18th Century Meeting House.
pym.org/burlingtonconference

By Nature Products LLC

9 Keith Lane, Burlington Twp.
609-346-4387

Effective herbs, nutritional supplements & skin care products and services are available at By Nature Products LLC. Natural health consultations are also available by phone.
bynatureproduct.com

Cohen Schatz Associates

701 Cooper Road, Suite 7, Voorhees
856-346-4400

Cohen Schatz Associates is a Licensed Real Estate Broker specializing in the development and sale of residential land.
cohenschatz.com

Cureton Clark P.C.

3000 Midlantic Drive, Suite 200, Mount Laurel
856-824-1001

Cureton Clark has served clients in southern New Jersey, Philadelphia and the Delaware Valley region since 1992 with practices areas including business and real estate, labor and employment, corporate and commercial litigation and tax and estate planning.
curetonclark.com

Delran Township

900 Chester Avenue, Delran
856-461-7734

Municipal Government
delrantownship.org

Dolan Contractors, Inc

94 Stemmers Lane, Westampton
609-871-6200

Dolan Contractors, Inc. has been providing clients with engineering and construction solutions since 1956. they provide commercial development, design and construction.
dolancon.com

Sponsored by John Pagenkopf,
PagenkopfDesignsLLC

Edible Arrangements

4004 Route 130 North, Unit #4, Delran
215-285-3949

Fresh fruits cut into beautiful floral bouquets dipped in dark and white chocolate, nuts, coconut, cinnamon and peanut butter. These gifts can be used for any occasion, client gift, office party or meeting.
ediblearrangements.com

Lebarchrigen Appliance Repair

27 Church Street, Mount Holly
609-261-8450

Lebarchrigen Appliance Repair is a family owned and operated company that offers the best service and service contracts available for residential appliances.
lartoday.com

Sponsored by Jatin Mehta, MetaSense, Inc

LGR Group

80 High Street, Mount Holly
609-702-7272

LGR Group is a full service leasing company providing a cost effective cost-per-copy rental program with services and supplies included.
lgrgroup.com

Sponsored by Jim Igo, Delanco Federal Savings Bank & Renee Vidal, Flaster/Greenberg PC

Lisa Mongulla Photography

3 Lilyberry Place, Delran
856-764-9533

Lisa Mongulla Photography provides professional, corporate and personal photography.
lisamongullaphotography.com

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Preparing for Flu Season

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prevent the spread of germs that cause respiratory illnesses like influenza. They include:

- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.
- Wash your hands often with soap and water, especially after you cough or sneeze. Wash for 15 to 20 seconds. Alcohol-based hand cleaners are also effective. If using gel, rub your hands until gel is dry.
- Get your seasonal flu shot
- Avoid touching your eyes, nose or mouth. Germs spread this way.
- Try to avoid close contact with sick people

- Stay home if you are sick
- Follow public health advice regarding school closures, avoiding crowds and other social distancing measures

Be prepared in case you get sick and need to stay home for a week or so. Keep a supply of over-the-counter-medications, alcohol-based hand sanitizer, tissues and other related items on hand so you can limit your trips out in public while you are sick and contagious.

If you have additional questions about the H1N1 flu, flu vaccinations, or how your business can be prepared, please contact the Burlington County Health Department at 609-265-5548. •



CALL FOR NOMINATIONS

Click [HERE](#) to complete our form online.

WELCOME NEW MEMBERS

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Maple Shade Township

200 Stiles Avenue, Maple Shade
856-779-9610
Municipal Government
mapleshade.com

McDowell Riga

46 West Main Street, Maple Shade
856-482-5544
McDowell Riga is committed to providing clients with exceptional legal representation. The lawyers at the firm have extensive experience in bankruptcy, family law, and consumer fraud cases.
mapleshadelawyers.com
Sponsored by Alan Zuckerman, Flaster/Greenberg PC

Mount Laurel Township

100 Mount Laurel Road, Mount Laurel
856-234-0001
Municipal Government
mountlaurel.com

Prudential- Fox & Roach REALTORS

1 West Main Street, Moorestown
856-234-0011
Whether you are buying, selling, renting or relocating, when you call on Prudential Fox & Roach, you access a team of passionate professionals with rock-solid, real-world connections and the best marketing technology in the business.
prufoxroach.com

Prudential Financial

Five Greentree Centre, Suite 200, Marlton
856-396-0300
Prudential Financial capitalizes on their unique combination of life insurance and investment management expertise to provide compelling asset growth and protection solutions for the ever-increasing retirement needs of individuals and businesses in the U.S. and abroad.
prudential.com

Sharbell Building Co., LLC

One Washington Boulevard, Suite 9, Robbinsville
609-918-2400
For 25 years, Sharbell Development Corp. has built a reputation for innovation and integrity in residential, commercial and mixed-use development.
sharbell.com
Sponsored by Paula Fett, Burlington County College High Technology Small Business Incubator



South Jersey Computer Pros

122 Kingsbridge Drive, Lumberton
609-560-8045
South Jersey Computer Pros specialize in fast, reliable and affordable technology services to help businesses reduce costs, improve efficiency and grow revenue.
sjcomputerpros.com
Sponsored by John Pagenkopf, PagenkopfDesigns, LLC

Superior Mortgage Corporation – The Wharton Group

212 N. Haddon Avenue, Haddonfield
856-429-0045
Superior Mortgage Corporation is a full service local mortgage company who has been assisting families with their home loans for
superiormortgagewhartongroup.com

The Customer Service Coach, LLC

560 Stokes Road, Suite 23-PMB 373, Medford
609-953-5540
Every business has customers, The Customer Service Coach's mission is to equip their clients to improve their customer service, sales, and community.
thecustomerservicecoach.net

Wrightstown Borough

21 Saylor's Pond Road, Wrightstown
609-723-4450
Municipal Government

CHAMBER Corner Shots



General Wesley Craig, USO, speaks with Mike Warner, SMH International LLC, at the USO sponsored September 11th Breakfast Before Business event.



Participants prepare to board the train in Burlington City during the September 11th Riverline Business Opportunities Tour.



Dian Condi, Hampton Inn Mount Laurel, Karla Ronkin, Rapid Refill, and Holly Sanborn, Sir Speedy Printing, take time to network at the September 15th Breakfast Before Business at Laurel Creek Country Club.



Joe Getz, JGSC Group LLC, speaks about the benefits of being in a downtown community at the September 11th Riverline Business Opportunities Tour luncheon at Café Madison in Riverside.

Primepoint Wants to Help You Save Time and Money!

There are a lot of benefits to being a member of the Burlington County Chamber of Commerce. One of those benefits is receiving discounts from Chamber Affinity Partners. Primepoint is one of those partners. The company provides payroll and human resource management technology for businesses employing from 1 person to thousands.

Primepoint can take care of all your needs related to payroll processing, employee and employer payroll tax calculation and filing, time and attendance, human resource



information management, and human resource consulting. Payroll service customers have several different options depending on company size, needs, and operational style. Some customers simply call or fax in payroll, others use a powerful but simple web interface, and others use a full enterprise human resource option.

Primepoint offers Chamber members a 10% discount on payroll processing fees as well as a \$25 per month credit towards the cost of their Enterprise Human Resource Information Management system. For most companies already outsourcing payroll processing, Primepoint is less expensive than their competitors, even before the special Chamber member discounts are subtracted

from their fees. For those companies handling payroll processing and payroll tax filing in-house, Primepoint can handle that burden at very reasonable cost.

Primepoint is also helping businesses “Go-green” and can offer completely paperless payroll processing services when all employees use direct deposit. This is not only good for the environment, but it also saves the business the cost of delivery. To learn just how environmentally friendly and effective paperless payroll can be, go to

Primepoint has developed comprehensive systems and 21st century technology using its many years of experience in the payroll processing business. To learn about the company’s history which dates back to the formation of Delaware Valley Payroll in 1990, to the rebranding of that company to dvPayroll & HR in 1998, to the formation of Primepoint in 2000, visit our web site at. To take advantage of the Primepoint & BCCOC Affinity Partnership call Pat Carey at 609- 298-7373. •

Performance Appraisals

— continued from page 8

opportunity to set or clarify performance expectations. Review job descriptions with your staff and make needed changes to reflect current responsibilities, required behaviors and standards of productivity. Set goals for the coming year that are SMART - specific, measurable, attainable, realistic and time-based. This will make your next round of annual reviews much easier.

Set the stage

If it’s your first time appraising your employee, try to put him/her at ease. Explain that the appraisal is a collaborative process. Even if you don’t have a formal self-assessment as a component of your appraisal system, ask your employee about his/her views on how they are doing. Focus on how he/she can make progress in their job, find new challenges or meet his/her desired goals in ways that benefit both the employee and your company.

Additional resources on effective employee performance appraisals are readily available via the web - the effort you’ll expend on learning more about performance management can have a significant payoff for your company. •

Susan McCann, MSW, is Vice President of Human Resources at Samaritan Hospice in Marlton and a member of BCCOC’s Employment Practices Committee. Contact Susan at smccann@samaritanhospice.org.

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 For more information email Ashley: acreasy@bccoc.com.



Event Registration bccoc.com

NOVEMBER + DECEMBER

To register for BCCOC events: fax this form to **856-439-2523**; mail to 100 Technology Way, Suite 110, Mount Laurel, NJ 08054 OR click here to register online: bccoc.com.

COMPANY NAME _____ CONTACT NAME _____

STREET ADDRESS _____ CITY _____ STATE _____ ZIP _____

PHONE _____ EMAIL _____ YES, BCCOC MEMBER (M) PROSPECTIVE MEMBER (NM)

NOVEMBER 10 Breakfast Before Business BCCOC MEMBER **FREE** PROSPECTIVE MEMBER \$10.00
 ATTENDEE 1) _____ 2) _____ 3) _____

NOVEMBER 12 Sexual Harassment Training BCCOC MEMBER \$25.00 PROSPECTIVE MEMBER \$35.00
 ATTENDEE 1) _____ 2) _____ 3) _____

NOVEMBER 16 Women In Business Kick Off BCCOC MEMBER **FREE** PROSPECTIVE MEMBER \$20.00
 ATTENDEE 1) _____ 2) _____ 3) _____

NOVEMBER 18 General Membership Luncheon BCCOC MEMBER \$30.00 PROSPECTIVE MEMBER \$40.00
 ATTENDEE 1) _____ 2) _____ 3) _____

NOVEMBER 24 Interfaith Prayer Breakfast

CLICK HERE TO DOWNLOAD THE REGISTRATION FORM ONLINE

DECEMBER 4 Solving The Puzzle BCCOC MEMBER \$25.00 PROSPECTIVE MEMBER \$35.00
 ATTENDEE 1) _____ 2) _____ 3) _____

DECEMBER 8 Breakfast Before Business BCCOC MEMBER **FREE** PROSPECTIVE MEMBER \$10.00
 ATTENDEE 1) _____ 2) _____ 3) _____

DECEMBER 16 General Membership Luncheon BCCOC MEMBER \$30.00 PROSPECTIVE MEMBER \$40.00
 ATTENDEE 1) _____ 2) _____ 3) _____

TOTAL DUE FOR ALL EVENTS CHOSEN:

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CARD HOLDER'S NAME _____ CARD HOLDER'S SIGNATURE _____

Registration and Refund Policy: Registration is required for all events. Occasionally we can still accept registrations after the deadline date. However, registrations made less than 3 business days prior to the event will be charged the non-member fee. Event cancellations must be received no fewer than 3 business days prior to the event, to receive a refund, unless otherwise specified on the event registration. Events must be paid for in advance. BCCOC does not invoice for events. Members are requested to utilize the invoice emailed to them from the registration system to process payment and are encourage to pay at time of registration to guarantee their reservation. Non-members must pay in advance for all events.