

July 2010



Edwardsville | Glen Carbon Chamber of Commerce

**It's everyone's business.**

# Common Ground



PRST STD  
U.S. POSTAGE  
**PAID**  
EDWARDSVILLE, IL  
PERMIT # 29

# connect

## 2010 Executive Directors

**Jay Blanquart**, President  
Blanquart Jewelers & Corp. Gifts

**Marc Voegelé**, First Vice President  
Express Employment Professionals

**Skip Sponeman**, Second Vice President  
Wal-Mart

**Paul Millard**, Third Vice President  
TheBANK of Edwardsville

**Kelly Wagner**, Past President  
First Clover Leaf Bank

**Mike Marshall**, Treasurer  
Anderson Hospital

## 2010 Directors

**Bruce Coury**  
Individual Member

**Jim Carroll**  
Hortica Insurance & Employee Benefits

**Michael Lengacher**  
The Scheffel Companies

**Lelan Olsen**  
Olsen Veterinary Clinic

**Pat Slaughter**  
Fitness 4 Life PT

**Len Scaturro**  
Crushed Grapes, Ltd.

**Kelly Cobb**  
Culver's of Edwardsville

**Emily Gates**  
Children's Home + Aid

**Todd Sivia**  
Sivia Business & Legal Services, PC

**Mark Richardson**  
MML Investors

**Joan Frey**  
Miss Bailey's Poppy Patch

**David Toby**  
FCB Edwardsville Bank

**Gary Hoggatt, Jr.**  
National Bank

**Danell Brown**  
Marcel Brown Technology Services

## Ex-Officio

**Robert Jackstadt**, Mayor  
Village of Glen Carbon

**Gary Niebur**, Mayor  
City of Edwardsville

**Ed Hightower**, Superintendent  
Edwardsville School District #7

**Erika Kennett**, Director  
The Alliance

## Chamber Staff

**Carol Foreman**  
Executive Director  
cforeman@edglenchamber.com

**Desirée Bennyhoff**  
Communications Director  
dbennyhoff@edglenchamber.com

**Linda Daniels**  
Membership/Board Relations  
ldaniels@edglenchamber.com

**Bonnie Kotsybar**  
Greeter Service & Events Coordinator  
bkotsybar@edglenchamber.com

**Gloria Pugh**  
Accounts Payable & Receivable  
gpugh@edglenchamber.com

## Contributors

**Desirée Bennyhoff**  
Editor, Layout & Design, Contributing Writer

**Marci Winters-McLaughlin  
& Rachael Wilbur**  
The Edwardsville Intelligencer  
Photo Contributors

## Mission Statement

Through commitment and involvement of its members, the Edwardsville/Glen Carbon Chamber of Commerce provides leadership for the benefit of the business community by promoting economic opportunities, advocating in the interests of business, providing members with education and resources, and encouraging mutual support.

## on the cover

### Andria's Countryside Restaurant

Since opening its doors Friday the 13th in November of 1989, Andria's Countryside Restaurant has become well known as the place to go for Certified Angus Prime Beef, expert food preparation, an extensive wine list, and exceptional customer service. Many vegetables used in the kitchen are locally grown. Some so local, in fact, that Andria's owner Craig Tarpoff and Executive Chef Antoine Moussalli need only step outside the restaurant to harvest their own crops of cucumbers, tomatoes, peppers, squash, strawberries, sugar snap peas and herbs.

Moussalli graduated from Edwardsville High School in 1999 and immediately left to attend New England Culinary Institute (NECI) in Vermont. Antoine earned Associate of Occupational Studies in Culinary Arts and Bachelor of Arts in Food & Beverage Management degrees from NECI, the same school Alton Brown – acclaimed Food Network chef – attended.

Antoine has served as Executive Chef at Andria's Countryside Restaurant for six years. He brings with him experience garnered over intensive study and hard work at acclaimed dining establishments including Café de France in St. Louis, Nobu Miami Beach, and Auberge du Soleil in Napa Valley.

"We use the best product available and present a genuine value to our customers with our wines, meat, and everything we serve. You can come to Andria's Countryside Restaurant to celebrate a special occasion, but you can also enjoy a casual evening with our lounge menu and cocktails," said Craig, who can often be found creating desserts tableside.

Andria's Countryside Restaurant's gardens were recently honored with a 2010 Green Thumb Award from the City of Edwardsville's Beautification & Tree Commission Green Thumb Committee.

To learn more about Andria's, visit [www.andriascountryside.com](http://www.andriascountryside.com). Andria's Countryside Restaurant is located at 7415 State Route 143 and opens at 5pm Monday-Saturday. To make a reservation, call 618.656.0281.

### 2010 Advertising Rates:

	Monthly Rate	Color Charge
1/8 Page	\$32	\$7
1/4 Page	\$65	\$10
1/2 Page	\$110	\$15
Full Page	\$210	\$20
Back Page	\$310	Included

Book One Year of Advertising in Common Ground and Receive a 15% Discount.

**Call 618.656.7600 for details.**

## Common Ground

200 University Park Drive, Suite 260  
Edwardsville, Illinois 62025

Phone: (618) 656-7600

Fax: (618) 656-7611

[www.edglenchamber.com](http://www.edglenchamber.com)

# special investors

## Gold Level

Anderson Hospital  
Wal-Mart

## Silver Level

AmerenIP  
AT&T  
Gateway Regional Medical Center  
Hortica  
Meridian Village  
TheBANK of Edwardsville

## Bronze Level

Associated Bank  
Best Buy  
Cassens & Sons  
Cassens Transport  
Charter Business  
City of Edwardsville  
Commerce Bank  
Country Club Lawn & Tree  
Eden Village Retirement Community  
Edwardsville School District #7  
Edwardsville Publishing Company  
First Clover Leaf Bank  
Hurford Architects, Inc.  
Juneau Associates, Inc., PC.  
Madison Mutual Insurance Co.  
MetLife  
Prestige Management Services, LLC  
Red Robin Gourmet Burgers  
Richards Brick Company  
Royal Office Products, Inc.  
Royal Solutions, LLC  
R.P. Lumber  
Shop 'N' Save  
Southern Illinois University Edwardsville  
Village of Glen Carbon  
West & Company, L.L.C.

## Premier Level

'62 Sports Group  
Able Sign Company  
Abstracts & Titles Inc.  
American Family Insurance  
Annie's Frozen Custard  
Associated Physicians Group  
Assurance Brokers  
Bard & Didriksen Pediatrics  
Bauer-Hite Orthodontic  
Baughner Financial & Assoc. Inc.  
Bella Milano Restaurant  
Big Daddy's Edwardsville  
Brickman Orthodontics  
Byron Gerber Petri & Kalb, LLC  
Bull and Bear Grill & Bar  
Bully's Smokehouse  
Caulk's Collision  
Chicago Title Insurance  
Coffey & McCracken Law Firm P.C.  
Coldwell Banker Brown Realtors  
Collision Plus Auto Body  
Comfort Inn  
Country Club Lawn & Tree  
Country Hearth Inn & Suites  
Crawford, Murphy, & Tilly, Inc.  
Culver's of Edwardsville  
Days Inn  
Denny's  
Dr. Hal R. Patton, D.D.S.  
DRDA Electric Company  
Eagle Publications, Inc.  
Eberhart Sign & Lighting Co.  
Edwardsville Nursing & Rehabilitation  
Edwardsville Pet Hospital  
El Maguey  
Elmwood Nursing and Rehab  
Excelegr Consulting Group  
Extra Help, Inc.  
Fazoli's

FCB Edwardsville Bank  
Fitness Designs  
First Bank  
First Mid-Illinois Bank & Trust  
First National Bank - Maryville  
Fitness 4 Life Physical Therapy  
Fountain View Manor  
Gateway Center  
Gateway Grizzlies  
Gerold Moving  
GlenEd Pharmacy  
GliK's Department Store  
Grace Manor  
Hampton Inn & Suites  
Hawkins Law Office  
Hawthorne Animal Hospital  
Holiday Inn Express  
Illinois Dept. of Employment Security  
Imaging Center of Southern Illinois  
IMO'S Pizza  
Jan's Hallmark Shop  
J.F. Electric Inc.  
Joe's Pizza & Pasta  
Kentucky Fried Chicken  
Kitchenland  
Kurt's Carstar Collision Center  
Littler Mendelson, PC  
Lover Facility Planning  
Magnuson Camelot Hotel  
Market Basket  
Maryville Women's Center & Med Spa  
Massage Envy  
Masterpiece Smiles - Dr. Noll  
Mastroianni Orthodontics  
Maurices  
Midwest Occupational Medicine  
Minuteman Press  
Mt. Everest Air  
Neruda  
OCE Imagistics  
Office Depot  
One America Securities  
Open MRI of Southern IL, LLC  
Phillips Furniture  
Piedmont Development Corp.  
ProSource Wholesale Floorcoverings  
Prudential One Realty Centre  
Red Robin  
RED'z Rib Shack  
Reed, Armstrong, Gorman, Mudge & Morrissey  
RE/MAX Integrity Realty Centre  
Regions Bank  
Sandberg, Phoenix & von Gontard  
Schnucks  
Scott Credit Union  
Shell Community Federal Credit Union  
Shoe Carnival  
Sivia Business & Legal Services  
Southern Illinois Underwriters  
Specialty Printing  
Stonebridge Development  
Stahly Carriage Co.  
Sunset Hills Country Club  
Sunset Hills Family Dental  
Super 8 Pontoon Beach  
TheEDGEBANK  
The Gilliland Financial Group  
The Scheffel Companies  
The Telegraph  
Thouvenot, Wade & Moerchen Inc.  
Traveling Tails Inn  
University Nursing & Rehabilitation  
USO of Missouri  
US Bank  
Valley View Cemetery, Mausoleum & Funeral Home  
WBGZ Radio  
Wenzel & Associates

# events

## 7/8 Thursday 5-7pm

Business After Hours  
Gateway Regional Medical  
Center SW Orthopedics  
4802 South IL Route 159  
Glen Carbon, IL 62034

## 7/20 Tuesday 7:30-9:30am

Building Blocks for Business  
Recovery: Funding & Training  
Double Tree Inn &  
Conference Center  
Collinsville, IL 62234

## 7/21 Wednesday 4pm

Ribbon Cutting  
Comfort Dental  
6655 Edwardsville Crossing Dr.  
Suite D  
Edwardsville, IL 62025

## 7/22 Thursday 4:30pm

Ribbon Cutting  
Abundance Advisors  
60 South IL Route 157  
Suite B1  
Edwardsville, IL 62025

## 7/22 Thursday 5-7pm

Business After Hours  
Lexow Financial Group  
60 South IL Route 157  
Edwardsville, IL 62025

# save the date

## 8/3 Tuesday 4pm

Ribbon Cutting  
Heroic Adventures  
1031 Century Drive  
Edwardsville, IL 62025

## 8/4 Wednesday 7:30-9am

YPG Learn from a Leader  
Breakfast with Mark  
Mestemacher at Edwardsville  
High School's Jon Davis Center  
Edwardsville, IL 62025

## 8/5 Thursday 5-7pm

Business After Hours  
Anderson Hospital Physician's  
Office Building II Patio  
6820 IL Route 162  
Maryville, IL 62062

## 8/23 Monday 4:30-6pm

Meet & Greet Your Elected  
Officials at Glen Carbon  
Centennial Library  
198 South Main Street  
Glen Carbon, IL 62034

## 8/24 Tuesday 7:30-9:30am

Building Blocks for Business  
Recovery: Energy Efficiencies  
& Cost Savings  
Double Tree Inn &  
Conference Center  
Collinsville, IL 62234

## 8/27 Friday 6pm

SIUE Block Party  
Downtown Edwardsville  
Edwardsville, IL 62025

## 10/4 Monday

Annual Golf Challenge  
Sunset Hills Country Club  
2525 Highway 157 South  
Edwardsville, IL 62025

# connect

## business after hours schedule

The purpose of a networking mixer is to meet new people, make new contacts, promote your business, and talk with other business people facing the same challenges as you. All are welcomed and invited to attend. Hors d'oeuvres and beverages are provided. A business card raffle and 50/50 drawing will occur at approximately 6pm. Entry fee is \$5. This is an excellent networking opportunity!

**7/8 Thursday 5-7pm**

Gateway Regional Medical Center  
SW Orthopedics  
4802 South IL Route 159 in Glen Carbon

**7/22 Thursday 5-7pm**

Lexow Financial Group  
60 South IL Route 157 in Edwardsville

## networking@noon schedule

Can't make a Business After Hours? networking@noon is a great way to meet other business people in a smaller group setting without taking time away from your busy day. This fun, fast-paced, members-only "speed networking" event is designed to get you in, fed, connected, and on your way in 60 minutes or less.

Would you like to schedule a networking@noon event in 2010? Contact Linda Daniels at [ldaniels@edglenchamber.com](mailto:ldaniels@edglenchamber.com) or 618.656.7600 for details.



**SOUTHERN ILLINOIS UNIVERSITY  
EDWARDSVILLE**

**"I'm getting an education made for me."**

***That's the power of*** **e**

Interesting classes and personal attention are just two of the reasons our students choose Southern Illinois University Edwardsville. By using a teacher-scholar model, student learning comes first. Our professors are focused on the same thing you are—your education. At SIUE, you'll get the degree you need for the career you want—with the personalized experience of a small, liberal arts college and the savings of a state university. It's just one more way the **e** equals excellence.

***Learn more about the power of e. Call 800-447-SIUE or log on to [siue.edu](http://siue.edu).***

# the newly connected

## Beacon Inn

*Restaurant & Catering*  
2 Holiday Point Parkway  
Edwardsville, IL 62025  
618.656.4390

## Comfort Dental

Dr. Sharon Hanne  
*General Dentistry*  
6655 Edwardsville Crossing Drive  
Suite D  
Edwardsville, IL 62025  
618.656.9700  
[www.comfortindental.com](http://www.comfortindental.com)

## L & N International Market

Larry & Nnenna Tucker  
*Indian, Asian, Caribbean  
& African Grocer*  
1719C Troy Road  
Edwardsville, IL 62025  
314.338.4637

## Merchant Discount Financial Services

John Zak  
*MasterCard & VISA  
Processing Company*  
P.O. Box 331  
Livingston, IL 62058  
618.250.7884  
[www.mdfsinc.com](http://www.mdfsinc.com)

## Montessori Glen/Ed Incorporated

Mary Flach  
*Non-Profit School*  
90 Kriege Farm Road  
Glen Carbon, IL 62034  
618.692.8249  
[www.montessoriglened.com](http://www.montessoriglened.com)

## Preferable Staffing

Suzanne Gundlach  
*Staffing Services,  
Direct Hire & Temp-to-Hire*  
9 Gateway Commerce Center Drive  
Edwardsville, IL 62025  
618.381.4017  
[www.preferablestaffing.com](http://www.preferablestaffing.com)

## RED'Z Rib Shack

Randy (Red) Quick  
*BBQ Restaurant & Catering*  
1501 Troy Road  
Edwardsville, IL 62025  
618.656.8000  
[www.redzribshack.com](http://www.redzribshack.com)

## R.L. Jones Properties

Lloyd & Ramona Jones  
*General Contractor, Property  
Management & Development*  
39 Fox Valley  
Arnold, MO 63010  
636.287.2700  
[www.rljonesproperties.com](http://www.rljonesproperties.com)

# From The Desk of Carol Foreman

To support the Chamber's upcoming shop local initiative, and to provide visitors a comprehensive guide showcasing shopping, dining, accommodations, and community attractions, the Chamber has partnered with CommunityLink to publish an Edwardsville/Glen Carbon Visitors Guide.



The booklet will provide Chamber members an excellent opportunity to promote their business, with 10,000 guides distributed at more than 20 locations over the next year. It is important to note that this booklet is designed to complement, not compete with, our Community Guide book, which is designed to assist in relocation and help people familiarize themselves with the community as a whole.

Ad space in the Visitors Guide is available in a variety of sizes and prices to fit any budget. I encourage you to participate in this publication to place your business in the eyes of thousands of potential customers. Visit [www.edglenshoplocal.com](http://www.edglenshoplocal.com) for more information.

Throughout the month of June, we had the pleasure of welcoming thousands of incoming freshman parents to Edwardsville and Glen Carbon through SIUE's Springboard to Success program. The Chamber's role in the presentations was to introduce the parents to our vibrant community, encourage them to use Chamber members for their retail, dining and service needs, and serve as their local resource and connection to the community.

As we wrap up Springboard presentation, we move into planning SIUE's Block Party – vendors are needed for Block Party, and I encourage you to contact Michelle Welter at 618.650.2686 to get involved.

Sincerely,

*Carol Foreman*

Carol Foreman, Executive Director





**ASSURANCE BROKERS LTD.**  
Construction Bonds/Commercial Insurance  
Life/Health/Auto/Home  
**Venessa van Schalkwyk**  
Licensed Insurance Agent

95 North Research Drive  
Suite 100  
Edwardsville, IL 62025

Office: 800-556-2663  
618-692-9800  
Fax: 618-692-9865

Email: [venessa@assurancebrokers.com](mailto:venessa@assurancebrokers.com)

# ambassadors

## Ambassador Spotlight: Mark Muckensturm

Mark Muckensturm was born in Belleville, but lived in Decatur until 1981 when he moved to Edwardsville to begin college at SIUE. After graduating from SIUE with a bachelor's degree in mass communications and a minor in business, he went to work for Channel 11 in St. Louis as a news producer. In 1992, Mark decided he'd like to have his own business and answered an ad from New York Life – this was a big career change!



He began at New York Life selling life insurance to business owners, but as time passed he was receiving more requests for quotes on group insurance and employee benefit coverage. Over time he started handling all employee benefits and left New York Life in 1998.

As an insurance broker at MRCT Benefits Plus in Clayton, MO, Mark helps businesses provide benefits to their employees. His firm insures approximately 1,200 businesses in the St. Louis area. In this challenging time with healthcare reform, MRCT Benefits Plus is sending out a great deal of information to clients. Mark is a member of the National Association of Health Underwriters.

The business leader Mark most admires is Donald Trump for his ability to excel at so many things while overcoming many obstacles.

After enjoying attending many Business After Hours events and being an active Chamber member, Mark decided that the next step toward getting more involved was to become an Ambassador. Mark enjoys meeting new people and making new connections, and his goals as an Ambassador are to make people feel welcome and encourage businesses to join the Chamber.

Mark's advice to fellow Chamber members is to do more than just join the Chamber. Go to Business After Hours and meet other members – it will help your business and you will make new friends in the process.

Mark and his wife, Jan, have been married for eight years. Mark has a stepson, Micah, and a dog named Jack. Mark and his family enjoy spending time outdoors – they go boating on the Mississippi River every weekend and he also likes hunting and going to the gym.

## 2010 Ambassadors

### Dana Klassen, Chair

St. John's Home & Community Care

### Sara Sanderson

Liberty Mutual

### Ed Faller

Faller Photography Group

### Natalie A. Head

Anderson Hospital

### Justin Huneke

TheBANK of Edwardsville

### Melissa DeLassus

Southern Illinois Chiropractic Cntr.

### Bonnie Kotsybar

Chamber Staff

### Ryan Matthews

The Insurance Partnership

### Diana Voegelé

Express Employment Professionals

### Ryan High

RE/MAX Preferred Partners

### Linda Kuhlmann

Kuhlmann Business Services

### Zach Woods

Commerce Bank

### Nicole Kline

Extra Help, Inc.

### Susan Bailey

National Bank

### Chelsea Hoelscher

West & Company, LLC

### Rachel Case

First Clover Leaf Bank

### Jenny Robison

Shell Community Credit Union

### Mark Muckensturm

MRCT Benefits Plus

### Candice Arana

Hospice of Southern Illinois

### Dave Viox

AAdvantage Insurance Group

### PICKING FRIENDS IS EASY

Picking an insurance plan should be easy too

When there's so much out there, making the best choice can be frustrating. At Hortica, our insurance experts will guide you through the process of choosing the best insurance plan for your family or business that will meet your needs and keep you on budget. How **EASY** is that?

Home • Auto • Business • Life • Health  
www.hortica-agency.com  
#1 Horticultural Lane • Edwardsville, IL 62025  
618.656.4088



WHO KNEW? **hortica**  
INSURANCE & EMPLOYEE BENEFITS  
More going on here than you think.

intuit

Certified  
ProAdvisor

QuickBooks

## QuickBooks® Classes

Beginning through Advanced

618-334-8887

Susan M. Young, CPA

Schedule: [www.cfocpa.us](http://www.cfocpa.us)

\$50/class

# glen carbon homecoming



# learn

## Building Blocks Series Providing Value to Businesses

"This nation's economic recovery will be built upon the foundation of small businesses, entrepreneurs and enterprising communities. To ensure their success, it is critical that we provide them with timely information and the right tools. This is why this series of presentations is so important," stated Brian Simmons, Branch Manager with U.S. Bank and program sponsor.

While the June program focused on incentives, with representatives from the Internal Revenue Service and Illinois Department of Commerce & Economic Opportunity, the July session will transition into funding and training opportunities. The July 20 program will cover small business and asset financing programs and a wide range of funding for job training with presentations by Madison County Treasury, Madison County Employment & Training, and SomerCore 504 Inc.RMI.

At the August 24 session, speakers from Ameren's "Act On Energy" initiative, the St. Louis Chapter of the U.S. Green Building Council and Day & Night Solar, will discuss energy efficiency programs and potential savings on utility costs.

The Building Blocks for Business Recovery series was designed to inform small business owners, economic developers and public officials of the federal, state and local incentives, funding sources, job training assistance, and energy efficiency programs that produce cost savings and improve profitability opportunities.





### REDUCE COSTS, SAVE TIME, AND GET ORGANIZED.

**IN THIS ECONOMY, IF YOU'RE NOT LOOKING TO CUT COSTS, YOU'RE TRYING TO HELP YOUR PEOPLE GET MORE DONE.**

**WE CAN HELP YOU DO BOTH.**

**Cut costs as you work to strengthen security.**  
We can help you reduce operational costs and optimize productivity by putting easy-to-manage technology in the hands of your workforce.

**Save time and collaborate more.**  
Let us show you how you can help your people work well with others by giving them the tools they need to stay connected-in and out of the office.



*IT Services for Small Business*

<http://www.royalsolutions.net>

200 University Park Drive • Suite 260 | Edwardsville, Illinois 62025 | (866) 394.0334





# Building Blocks for Business Recovery

sponsored by



**SESSION 2: Tuesday, July 20**  
*Funding & Training*

**Madison County Treasury**

Micro Loans, Tax Incentives

**Madison County Employment & Training**

Business & Career Services Center:  
A Comprehensive Workforce Resource

**SomerCore 504 Inc./RMI**

SBA 504, Micro Loans & Small Business Financing

**SESSION 3: Tuesday, August 24**  
*Energy Efficiencies & Savings*

**Ameren Act On Energy**

Energy Saving Resources

**U.S. Green Building Council St. Louis Chapter**

Green Building Practices & Principles  
in the St. Louis Region

**Day & Night Solar**

Solar System Incentive Programs

**7:30-9:30am at the Double Tree Inn & Conference Center in Collinsville, IL • Full Breakfast Included**

**I will attend** ☐ **Session 2** ☐ **Session 3** **at \$18 each**

Business Name \_\_\_\_\_

Business Address \_\_\_\_\_

Names of Attendees \_\_\_\_\_

I am enclosing a check for \$ \_\_\_\_\_

Please charge my (circle one) MasterCard / VISA

Credit Card \_\_\_\_\_ Expiration Date \_\_\_\_\_

Signature \_\_\_\_\_

**Fax: 618.656.7611**

# connect

## Business of the Month:



"I have been in funeral service for over forty years and enjoy the friendships I have made with the families we've served. Because of God's grace, we have the opportunity to serve families from two locations in Granite City and one in Glen Carbon. The cornerstone of my business is personal service," said Randall Irwin, President of Irwin Chapel Funeral Homes.

Irwin Chapel's history begins in the late 1800s when Mr. Edward H. Schildman, undertaker and embalmer, opened Schildman Funeral Home in Venice, Illinois. Mr. Schildman closed his Venice funeral home in 1924, and opened the chapel at 2801 Madison Avenue in Granite City, which cost \$19,000 to build. When Mr. Schildman died in 1950, at his home above the funeral parlor, the business was closed.

Mr. John Sedlack operated Sedlack Funeral Home in Madison, Illinois, and purchased Mr. Schildman's building in 1950. John operated both locations until 1967. Louise Sedlack remained owner of the property until 1977, when it was purchased by Randall and Linda Irwin. During the years between 1967 through 1977, the building was used as a real estate office and later as the Special Education offices of School District #9.

Irwin Chapel for Funerals, later incorporated as Irwin Chapel, P.C., opened in 1978. A second location was opened in Granite City on Maryville Road in 1989. Their third funeral home, Irwin Chapel of Glen Carbon, opened in June of 1997, to serve its hometown and the surrounding communities of Edwardsville, Maryville, Collinsville, and Troy. So many of Irwin Chapel's Granite City families were moving to these areas, they wanted to be able to continue to serve them in their new neighborhoods. In 2007, Irwin Chapel celebrated their tenth anniversary in Glen Carbon.

"If it were not for the acceptance and confidence of these folks, my business would never have grown," Randall said. "I don't think many days have gone by that I have not said to someone, 'I appreciate your trust!'"

Irwin Chapel offers a full range of funeral services including prearrangements, cremation and cremation urns, cemetery monuments, and funeral memorialization such as videos of the deceased and their family members, which can be shown during the visitation.



The directors at Irwin Chapel encourage incorporating personal family photos, awards, and other memorabilia into the celebration of life at the funeral home. In addition, their H.O.P.E. group for widows and widowers celebrated its first anniversary in June.

Irwin Chapel of Glen Carbon is located at 591 Glen Crossing Road. To learn more, visit [www.irwinchapel.com](http://www.irwinchapel.com) or call 618.288.9500.

### GRAND OPENING & OPEN HOUSE

Hosted By  
Pharmacists:  
**Gary Ceretto**  
and  
**Rod Haselhorst**

**JOIN US:**  
**Friday July 23rd**  
**11:00 am till**  
**6:00 pm**

- Tour the pharmacy
- Meet the staff
- FREE Food & Drinks
- Washington Kettle Corn
- Raffle

### Glen Ed Pharmacy



**1 Ginger Creek Meadows**  
**Glen Carbon, IL 62034**  
**(618) 655-9898**  
(Next door to the Anderson Hospital Urgent Care Center)





## When my heart was damaged, Christian helped make it whole again.

At Christian Hospital, we're passionate about the health and wellness of our community. In fact, we don't just want to treat conditions like heart attack, stroke and diabetes we want to help prevent them. That's why we've launched a new website full of information, free screening and event schedules – plus even a few surprises:

[ChristianCares.org](http://ChristianCares.org)

Because whether it's helping one neighbor heal after a heart attack or helping thousands learn how to avoid one, we're dedicated to improving everyone's quality of life.



# ypg

## Learn from a Leader Breakfast

The Young Professionals Group is excited to announce their next Learn from a Leader Breakfast featuring Mark Mestemacher. The event will be held Wednesday, August 4 in the Jon Davis Center at Edwardsville High School. Mr. Mestemacher will speak at 7:30am and a networking session with fellow YPs will follow from 8:30-9am. Breakfast will be sponsored by the Edwardsville Wrestling Club.

Mark Mestemacher has 31 years experience in the grain and barge industries. In 1995, he co-founded Ceres Consulting L.L.C., a firm specializing in barge transportation. Along with Jon Wagner and Mike Freitag, Mestemacher started the Edwardsville Wrestling Club in 1993. Mestemacher's responsibilities with EWC has centered on the administrative side of the program. His duties include the accounting, marketing, fundraising and general promotion of the club. He also is responsible for the coaching of the 8 year old and under wrestlers in the program. Mestemacher has served on the board of the Illinois Kids Wrestling Federation as alternate South Sectional Director since 1999. He also is on the board of the following organizations: Fellowship of Christian Athletes/Wrestling National Board, Fellowship of Christian Athletes Metro East Board and the EGHM Board. He also is very involved in the National

Wrestling Coaches Association and Metro Community Church.

The Learn from the Leader Breakfast is open to all current YPG members. Current members may sponsor a potential YPG member to attend the event. If you are interested in joining YPG so that you are able to attend the event, please visit [www.edglenchamber.com/chamberYPG.asp](http://www.edglenchamber.com/chamberYPG.asp)

Please RSVP to Mark Richardson at: [mrichardson@finsvcs.com](mailto:mrichardson@finsvcs.com)



ABOVE: June 1 YPG Learn from a Leader Breakfast with Edwardsville Mayor Gary Niebur.

# Picture Your Dream...

with a home mortgage from First Clover Leaf Bank.

**Receive \$150 towards your closing costs.**

If you have an existing personal checking account, or if you open a new personal checking account when you apply for your real estate loan, we will give you \$150 towards your closing costs. Simply mention this ad at the time of application. The \$150 will be credited at the time of closing. Any personal checking account qualifies. Valid for mortgage loan applications made between May 20, 2010 and July 31, 2010. Other restrictions may apply.

**Downtown**  
300 St. Louis Street  
Edwardsville, IL  
656-6200

**Wood River**  
1046 Madison Ave.  
Wood River, IL  
254-8445

**Goshen Center**  
6814 Goshen Road  
Edwardsville, IL  
656-6122

**157 Center**  
2143 S. Route 157  
Edwardsville, IL  
692-9900

**FDIC**

## First Clover Leaf Bank™

We're Better Together.

[www.firstcloverleafbank.com](http://www.firstcloverleafbank.com)

# All Types of Electrical Work

Licensed, Insured & Bonded



## Residential AC Service Spring Tune Up

starts as low as

# \$75

# \$20 OFF

## Coupon On ANY Of Our Services

Electrical Work: New 30 amp electric service to waterfront and dock. Does it right – easy to work with.

- Professional
- Uses high quality materials
- Reasonably priced labor
- Up-front pricing

Very satisfied with work – exceeded expectations.

Highly recommend for all electrical work.

Allan Campbell  
325 Deepwater Circle

We could not recommend anyone more. Chris Martinussen is always ready to help with any heating and cooling needs we may have. You can always count on Chris to do the job right, on time and at a fair price. We are confident he will be around for a long time.

Jeff & Lisa Downs  
321 High Point

“Chris provided the efficient and precise work that we required to get Red’z Rib Shack up and running. He worked diligently and carefully to give us an end result that met our needs in a short time frame and exceeded our expectations. Chris has a wonderful client rapport that helped us accomplish a long list of tasks.

Thank you!”



1501 Troy Road in Edwardsville  
618-656-8000

Our AC broke down and we had Martinussen Electric LLC Heating & Cooling replace our conditioning unit. They did a fantastic job! Reasonable pricing, excellent service.

We recommend Chris to everyone for their furnace/AC system work!

Dan Weisner  
1583 Su Twan

Chris was informative, helpful, courteous, honest and did the job in a very professional manner. We will only use Chris for all of our heating and cooling work in the future. Nothing but the best!

Traig & Angie Henson  
2016 Smith Drive

## Call Today For Your Appointment

**618-659-0860 (business) 618-207-7706 (cell)**

**Email: martinussenelectric@gmail.com**

## Heating/Cooling Service, Repair & Installation

# schmooze

## business after hours



Kurt's CARSTAR, June 10



Kurt's CARSTAR, June 10



Kurt's CARSTAR, June 10



Patriot Sunrooms, June 24



Patriot Sunrooms, June 24



Patriot Sunrooms, June 24

# ribbon cuttings



Glen Ed Pharmacy, June 8



Building Bonds & Bridges Education Center, June 9



Martinussen Electric, June 16

# networking@noon



Day & Night Solar, June 18

## 5 Ways to See Your Business in *Common Ground*

- 1 Purchase Advertising
- 2 Write an "Ask the Expert" Column
- 3 Submit an Announcement
- 4 Win Our Business of the Month Award
- 5 Come to Chamber Events!

edoglen  
Chamber of Commerce

# your business

## Local Veterinarian Unveils New Therapy Laser Center

Olsen Veterinary Clinic in Glen Carbon recently announced the immediate offering of laser therapy to pet owners in the St. Louis metro area. The addition is part of Olsen Vet's continued investment in advanced technologies and progressive procedures in veterinary medicine.

Lasers have been used in human medicine for over 30 years, but are just beginning to appear in the veterinary field as doctors and animal lovers learn more about the benefits they can provide. Research indicates that the family pet is increasingly treated as a member of the family, and maintaining a quality of life for that pet is very important to the owner.

Dr. Lelan Olsen, owner of Olsen Veterinary Clinic for over nine years, has seen the ongoing evolution of the human-animal bond. "More and more, our clients are demanding the highest levels of care for their pets," states Dr. Olsen. "Laser therapy provides us with an opportunity to meet the needs of our patients, and offer the highest levels of care possible."

Laser therapy has several benefits over traditional pain and mobility treatments, including very rapid disappearance of pain, even that of neuralgic origin. During therapy, the patented delivery system synchronizes superior

frequencies delivering superior results in less time.

The versatility of the laser allows a doctor to treat sore muscle and joints, degenerative joint conditions, neurological pain, chronic non-healing wounds as well as anti-inflammatory conditions.

Dr. Olsen summarizes, "we pride ourselves on staying on the leading edge of technology and medicine, and educating our clients on the various levels of care available. Laser therapy is the future of veterinary medicine, and we feel our clients deserve to have that option when choosing the best care for their pet."

For additional information about laser surgery, contact the staff at Olsen Veterinary Clinic at 618.656.5868.



## NEW E-mail Marketing Opportunity

**Reach over 750 Chamber members each week through this exclusive members-only benefit. Your logo will be added to the Chamber's weekly Wednesday e-mail, with a click-through to your business Web site.**

- \$25 per week
- Logos only (no text)
- Minimum 4-week cycle
- Limited space available

Have questions or would like to sign up?

E-mail Des at [dbennyhoff@edglenchamber.com](mailto:dbennyhoff@edglenchamber.com)

Significant savings on 6-month and 12-month Constant Contact accounts also available.



**edglen**  
Edwardsville | Glen Carbon  
Chamber of Commerce

### UPCOMING CHAMBER EVENTS

your logo  
here

#### Advertise NOW!

The holiday season is fast approaching and it's time to promote your business to other Chamber members. Advertising in *Common Ground* is a powerful and cost-effective way to reach an audience with a vested interest in supporting other local businesses.



If you own a retail store, have a catering company, sell promotional items, offer gift certificates or have rooms available to rent for holiday celebrations, consider placing an ad in the December edition of *Common Ground*.

Submit your completed ad, created according to size and file specifications, to [dbennyhoff@edglenchamber.com](mailto:dbennyhoff@edglenchamber.com) no later than Monday, November 30. [Click here to view advertising rates and specs.](#)

your logo  
here

your logo  
here

#### Calendar

Tuesday 12/1  
5pm Ribbon Cutting  
at Bick's & Co. Interior

Be sure your business is enrolled in the Chamber's m2m program for the holidays - see the Member to Member Privilege Program information at the bottom of this e-mail for information.

**Annual Dinner - January 30, 2010**

## Subscribe to IRS e-News for Small Businesses

e-News for Small Businesses is a FREE electronic mail service designed to provide tax information for small business owners and self-employed individuals. It is distributed every other Wednesday.

### Sign up to receive information about:

- Important upcoming tax dates for SB/SE customers
- What's new for small businesses on the IRS Web site
- Reminders and tips to assist with tax compliance
- IRS News Releases and announcements that pertain to you
- Tax-related information from other federal agencies

[https://service.govdelivery.com/service/multi\\_subscribe.html?code=USIRS](https://service.govdelivery.com/service/multi_subscribe.html?code=USIRS)



## Cherry Hills Properties, Inc.

Locations in Edwardsville & Alton

- 2 & 3 Bedrooms
- Corporate Housing
- Garages Available
- Month-to-Month Leasing Options
- Pets Welcome
- Ask about our specials!

618-692-9310



[www.rentchp.com](http://www.rentchp.com)

## All your protection under one roof.



Kathleen M Goclan Agency  
An Outstanding Customer Experience  
J.D. Power and Associates certified  
Distinguished Insurance Agency  
(618) 659-2483



American Family Mutual Insurance Company and its Subsidiaries  
American Family Insurance Company  
Home Office — Madison, WI 53783  
[amfam.com](http://amfam.com)

© 2009 07497 — Rev. 2/09

## Licensed, Insured & Bonded



### All Types of Electrical Work

Service, Repair & Installation

- Service Upgrades
- Code Corrections
- Ceiling Fans
- Bathroom Fans
- Generator Backups
- Water Heaters
- Boat House & Dock Power

### Heating/Cooling

Service, Repair & Installation

Has your air conditioner seen better days?

Not ready for a new one yet?

We completely rebuild/restore your existing AC in our shop to as close as new condition as possible.

This service adds valuable life to your unit and greatly improves the performance to save you money every month.

service starts as low as

# \$400

Comes with full warranty. Restrictions apply.  
Call for your FREE APPOINTMENT.

618-659-0860 (business) 618-207-7706 (cell)

Email: [martinussenelectric@gmail.com](mailto:martinussenelectric@gmail.com)

# Anderson Hospital

## Chamber Business After Hours

You're Invited  
to the Patio!



Event Includes:

- Free Admission
- 50/50 Raffle
- Collinsville Chamber
- Edwardsville/Glen Carbon Chamber
- Highland Chamber
- Troy/Maryville St. Jacob

**When:** Thursday, August 5

**Where:** Anderson Hospital  
Physicians' Office  
Building II Patio  
6820 State Route 162  
Maryville, IL 62062

**Time:** 5:00 - 7:00 p.m.

Join us on the patio for networking, food & fun!

# your business

## Glen Ed Pharmacy Locates in Ginger Creek

Glen Ed Pharmacy is a new, independent pharmacy located in Ginger Creek. It is locally owned by Gary Ceretto, RPh and Rod Haselhorst, RPh, and is both a traditional and specialty pharmacy that was designed to meet the needs of many different patients. The pharmacy is a member of Health Mart and Professional Compounding Centers of America (PCCA), the recognized leader in pharmaceutical compounding training.

Gary Ceretto is a graduate of St. Louis College of Pharmacy, class of 1976, and has been practicing pharmacy for 34 years. He is the owner of Maryville Pharmacy in Maryville, Illinois where many patients go because of the "family-like" service they receive. Gary is the president of both local pharmacy associations: Metro East Pharmacists Association (MEPA) and Gateway East Pharmacy Association, and is on the board at Anderson Hospital. He is also a current member and the past president of Illinois Pharmacists Association (IPhA).

Rod Haselhorst is also a graduate of St. Louis College of Pharmacy, class of 1997, and has been practicing pharmacy for 14 years. His background consists of over 10 years of long-term care pharmacy and 4 years of hospital/retail pharmacy. Rod attended PCCA to receive certification in sterile

compounding. He is also a member of MEPA and IPhA.

These two pharmacists came together to create Glen Ed Pharmacy, a very well-rounded pharmacy where patients would receive the "family-like" service while also having the ability to fill almost any prescription.

Glen Ed Pharmacy is the only retail pharmacy in the Metro-East with a sterile lab and utilizes it to make compounds such as injectables or eye drops that require a sterile environment during preparation. The non-sterile lab is used to make medications in the form of creams, ointments, shampoos, suppositories, lollipops, troches/lozenges, oral disintegrating tablets, etc. Both labs make prescriptions for humans and animals.

The most important aspect of Glen Ed Pharmacy is their exceptional service. The pharmacy offers free local delivery to any patient and will also ship medications upon request. Glen Ed Pharmacy also has a drive thru for patients to conveniently pick up and drop off prescriptions.

Glen Ed Pharmacy is located at 1 Ginger Creek Meadows in Glen Carbon. To learn more, visit [www.glenedr.com](http://www.glenedr.com) or call 618.655.9898.



### *Sante Services*

- Laser Hair Removal • Microdermabrasion • Signature Facials • Injectables • Weight Management

### *Sante Skin Care Products*

- PCA Skin Chemical Peels • Latisse • Colorscience Pro Mineral Make up

**2246 State Rt 157, Suite 175 (Meridian Centre One) Glen Carbon, IL**

*Dennis M. Hurford MD, Medical Director*

**618-288-4016**

**[www.santeskinandbodyspa.com](http://www.santeskinandbodyspa.com)**

*"Where Science and Beauty Meet"*



*Gift Certificates Available*

# your business

## Katubig Honored with “Woman on the Rise” Award from Illinois State Treasurer’s Chief of Staff

Illinois State Treasurer’s Chief of Staff Robin Kelly honored two Southern Illinois women as financial role models on June 15, 2010, at the 10th annual Smart Women Smart Money conference in Carterville. The Treasurer’s conference is designed to improve women’s financial literacy.

Kelly presented the Woman on the Rise award to Teresa Katubig, founder of Extra Help Inc., a temporary employment and payroll services company. Kelly presented the Woman of Excellence award to Ethel Holladay, who retired from DuQuoin High School after mentoring and teaching over 1,500 students in accounting and business management.

AT RIGHT: Pictured left to right – Katubig, Kelly and Holladay.



### LILLEY AND ASSOCIATES, INC. OFFERING LIMITED MEDICAL PLAN

#### FOR EDWARDSVILLE/GLEN CARBON CHAMBER MEMBERS

Lilley and Associates, Inc. is introducing a Limited Medical Insurance Plan for Chamber members. This plan includes hospital and office visits, prescription drug coverage, maternity coverage, and a vision discount program. There are no minimum requirements for number of hours your employee must work, nor is there a requirement for minimum number of participating employees. Please call or email us today for more details on the plan, which features:

- Guarantee Issue (no eligible employee can be turned down for coverage)
- Maternity coverage is included from day one
- \$10,000 Accidental Death Benefit
- Vision Discount Program (provided through National Vision Administrators)
- Discount Prescription Drug Coverage (provided through CatalystRx)
- HIPAA Compliant

---

2110 Troy Road • Suite C • Edwardsville, IL 62025  
(618) 655-0550 • (314) 961-7558 • (314) 440-1006 Cell  
[jlilley@lilleyandassociates.com](mailto:jlilley@lilleyandassociates.com) • [www.lilleyandassociates.com](http://www.lilleyandassociates.com)

## First Mid-Illinois Bank & Trust to Acquire 10 Branches of First Bank

First Mid-Illinois Bank & Trust recently announced today an agreement to acquire ten central Illinois branches of First Bank which is based in Creve Coeur, MO. Through this transaction, First Mid will acquire approximately \$340 million of deposits and \$150 million of performing loans. The branches to be acquired include three in Peoria, one in Bloomington, two in Galesburg, two in Quincy, one in Knoxville and one in Bartonville. The transaction is subject to regulatory approval and is expected to close in the third quarter of 2010.

First Mid Chairman and CEO William S. Rowland said, "These are communities with solid economic fundamentals. They are on major transportation routes and have business cultures that are aligned with our approach to doing business. We are adding an outstanding group of banking professionals who are committed to their customers and their communities and who will be an integral part of the First Mid team."

Rowland said First Mid is one of the strongest community banks in the country. The bank has received a five-star rating from Bauer Financial, who has analyzed and reported on the nation's banking industry since 1983.

"We recently celebrated 145 years of continuous service. This acquisition is a great way to leverage the investments of our shareholders and provide a solid foundation for our future growth and profitability. Our community banking model has stood the test of time and we welcome our new employees and customers to First Mid. We look forward to a seamless transition," Rowland said.

Jim Fassino, Northern Illinois President of First Bank, will join the First Mid team as Senior Vice President and Regional Manager. "Jim and his team of professionals are well-qualified and have extensive experience in these communities," Rowland said.

First Mid is headquartered in Mattoon, IL, has assets of \$1.1 billion and provides community banking, trust, brokerage, farm management and investment advisory services. Its parent company, First Mid-Illinois Bancshares, Inc., provides insurance services through its wholly owned subsidiary, The Checkley Agency, Inc. First Mid operates in 19 Illinois communities with 28 branch locations and 37 ATMs.

## Edwardsville/Glen Carbon Mini-Storage

**1/2 OFF THROUGH JULY 2010!**

**NEW 3000+ Square Foot Space Available!**

**SIU-E**  
★ Chain of Rocks Rd. 157 270  
Convenient Location at 270 & 157  
24/7 Access with Security Cameras  
New Units Available from 5x5 to 10x30  
Climate Controlled Units – Fenced & Lighted  
Paved with Masonry Construction  
Personal & Business Accounts  
Chamber Member Discounts  
We Accept Deliveries



**CALL 618.655.0900 FOR DETAILS**



**Mark's Appliance**

**SALES, SERVICE & PARTS**

[www.marksappliance.com](http://www.marksappliance.com)

**618.656.9600**

6698 Center Grove Road  
Edwardsville, IL

# your business

## Ask the Expert

by Gail Shaw, MPA, Care Coordinator for Home Services at St. John's Home & Community Care

### Is Your Business Friendly to Senior and Disabled Customers?

As a business owner, have you asked yourself how friendly your business is to senior and disabled customers? You may want to. Many of our residents are able to get around on their own but others are impaired by illness or disabilities. A trip to a local business for these individuals may be more difficult due to a decrease in mobility, vision, and hearing.

To make your business more appealing, just imagine yourself trying to visit your business while experiencing a decrease in mobility, vision, or hearing. Are there potential hazards getting from the car to the front door? These could include pot holes, curbs, or steps. Have rails been provided to assist you with steps? How hard is it to open the building's front door? Once inside, are you able to get around the building or down the aisles using a walker or wheelchair? Beware of items that are placed too high or too low to reach. Remember, some individuals may have problems reaching due to arthritis or trying to hold on to a walker or cane.

Visual impairment doesn't only affect getting around. Adequate lighting is important not only to see where one is going but in finding the desired product. Many packages have similar packaging which may make it difficult to find the right one. The end caps or special display units in the middle of the aisles can make it hard to get around for those with visual impairments. Individuals may have problems reading small print on items or signs.

We all know how important good communication is to getting our message across to others. Customers experiencing hearing loss will benefit from business people and employees refraining from speaking too fast or too softly. The ability to speak clearly will cut down on the confusion. Individuals with arthritis may have a hard time finding their way around an automated phone system if they are required to press a lot of buttons. On the other

hand, those with hearing loss may find it hard to navigate the various menu options of the automated phone system.

What about your Web site? Ask your Web Master about having an option to click increase the type size. Those options are out there.

A business with a friendly atmosphere is important to keeping customers. Business owners can create a win-win situation for themselves, and seniors and disabled people by taking the time to make their business supportive and adaptable. How successful your business is in regards to those with challenges will depend on how user friendly your business is willing to become.

St. John's Community Care has been compassionately caring for aging and disabled people since 1985. For information about our Adult Day Program, Home Services, Caregiver Support Programs and free Medical Equipment Loan Program, call 618.344.0276 or visit [www.eldercareandmore.net](http://www.eldercareandmore.net).

## Get Your News ANYWHERE



### NO MORE:

- ✓ Waiting for the carrier
- ✓ Living outside our delivery area
- ✓ Billing confusion
- ✓ Wet or lost newspapers
- ✓ Guilt for non-EcoFriendly practices

### E-edition Rates

- 4 Weeks - \$4.99
- 12 Weeks - \$14.99
- 24 Weeks - \$29.99
- 48 Weeks - \$49.99

**Call 656.4700**

Covering Edwardsville & Glen Carbon Businesses Since 1862

the <sup>Edwardsville</sup>Intelligencer

**CharterMedia**  
Targeted Advertising Solutions

**BIG IMPACT**...affordable price

Lori James ♦ 618-622-2545

[lori.james@chartercom.com](mailto:lori.james@chartercom.com)



Discovery

ESPN

Lifetime



USA

CNN

and more

## Bridget Receives Challenge Grant Funds

The Southwestern Illinois Entrepreneurship Center at Southern Illinois University Edwardsville recently awarded Bridget, a provider of bridge card game accessories and gifts, with a Challenge Grant for \$4,700 from Illinois Department of Commerce and Economic Opportunity. Chamber members and owners of Cork Tree Creative, Laura Reed and Jan Carpenter, launched the line of card game supplies in March 2010 and with the help of the Challenge Grant will continue to market the Bridget products throughout the United States to bridge clubs and players.

The purpose of the Challenge Grant award program is to assist individual entrepreneurs or small businesses with obtaining professional services for comprehensive business planning assistance, the evaluation of a proposed start up or expansion, or other accelerated support purposes.

For more information about the Southwestern Illinois Entrepreneurship Center's Challenge Grant, visit [www.siu.edu/business](http://www.siu.edu/business). For more information about Bridget products and gifts, visit [www.bridgetlovesbridge.com](http://www.bridgetlovesbridge.com).

## Vendors Needed for Gateway Bridal Show

Attention vendors! The Gateway Bridal Show has been held annually at Gateway Center for 13 years in the month of January. The winter show draws a crowd of approximately 900-1000 people and 400-450 brides. They are very excited host their first summer bridal show Sunday, July 18 from 1-5pm.

The fee for a regular booth is just \$375. Every booth includes up to two chairs, up to two 8-foot skirted tables, pipe and drape, booth sign and white table covering. All vendors will receive a Bride Lead List after the show, company promotion on Gateway Center's Web site and show programs, and the opportunity to promote your company as an expert through Gateway Center's new online "Ask The Expert" feature.

Don't miss your chance to have exposure and face-to-face time with hundreds of potential clients in just a few hours! Download your vendor application at [www.gatewaycenter.com/vendors.html](http://www.gatewaycenter.com/vendors.html)



Byron Gerber Petri & Kalb, LLC  
ATTORNEYS AT LAW

**Real Estate Transactions, Contract Review, Estate Planning, Probate Matters, Corporate Formation & Company Matters, & General Litigation**

241 North Main Street  
Edwardsville, Illinois 62025

**Tel: 618.655.0600**  
**314.726.0012**  
**Fax: 618.655.4004**  
**Website: [www.byrongerber.com](http://www.byrongerber.com)**

**Contact:**  
**David J. Gerber**  
**[djg@byrongerber.com](mailto:djg@byrongerber.com)**  
**Christopher W. Byron**  
**Christopher J. Petri**  
**Brian R. Kalb**  
**Micah S. Summers**  
**Meredith L. Head**

*Buying or refinancing?*



We know that buying or refinancing a home can be overwhelming.

**LET US HELP!**

Take advantage of LOW rates and great service from a trusted source of financing, GCS Federal Credit Union.

**Call today for current rates!**



**(618) 797-7993**  
**[myGCScu.com](http://myGCScu.com)**



Membership restrictions apply.  
This credit union is federally insured by the National Credit Union Administration.

# your business

## Having Tough Conversations with Your Employees

As a business owner or manager in your organization, you're responsible for leading your employees in their careers and making sure they're doing their jobs efficiently. And when you have great employees, this aspect of your job can seem effortless. But eventually, you're bound to come across an employee who doesn't measure up to your company's culture or standard of work. When this happens, it can make your job very difficult.

Having tough conversations with employees who are underperforming at work or having difficulties getting along with co-workers is not something any leader enjoys doing. It can be very awkward and uncomfortable for both the employee and the boss. But, as a business leader, it's crucial to meet these types of problems head on. Failure to discuss issues with your employees could make problems worse. To help you make difficult conversations with your employees easier and productive, try these best practices.

**Don't wait to address the issue.** Once you notice there is a problem with a particular employee, don't sit back and hope things work out. Deal with the issue immediately. Waiting to address an issue only intensifies the problem and sends mixed messages to your entire team on what will and will not be tolerated in the office. Meeting the situation head on will let other employees know what is acceptable and create a more productive workforce.

**Get both sides of the story.** When you initiate the conversation, make sure you give the employee an opportunity to explain the situation, especially if you're addressing an offense reported by another employee. You want to make sure you get both sides of the story before you accuse an employee of an issue or blame it all on one person. By giving the employee an opportunity to explain their actions, you give yourself a better shot at understanding the situation, which can make the conversation smoother and more productive.

**Avoid negative language.** When you address an issue with an employee, avoid talking down to them or speaking in an aggressive tone. When you sound aggravated or speak forcefully, people tend to become defensive, so make sure you're not attacking the person when you're trying to solve a problem. The old saying holds true, "you can catch more flies with honey than with vinegar." So, make sure to speak with a pleasant tone. You will get more results.

**Change your pronoun usage.** When you have a tough conversation with an employee, using words that single people out like "you" when addressing certain issues can make the employee feel attacked and keep them from really listening. For example, if your employee has an issue with multitasking, don't use this format: "you seem to have a problem with multitasking, how are

you going to fix that?" Try addressing it like this, "I've noticed a problem with multitasking, and I have a few pointers that may help." It's less threatening if you focus on your observation and ability to help your employee – after all, that's your job. Simply changing one word can do wonders for the positive feedback you receive from the employee you are addressing the issues with. Suddenly, you and your subordinate are a team and working together to resolve the issue.

Having conversations regarding an employee's negative performance, attitude, or other workplace issues can be tough. Most leaders prefer to have the positive conversations instead. But, you can create a meaningful way of addressing problems and build a lasting impression on your employees by following these best practices when having difficult conversations with your team.



Give us the "Opportunity" to build a relationship with you.



Commercial Lenders seated are Brett Bruhn and John Dorsey  
Standing are Brian Ury, Shannon Scheffel, Tim Whitten and Dave Gansner

Commercial Lending • Merchant Capture • Health Savings Accounts



[www.fnbstaunton.com](http://www.fnbstaunton.com)

Member FDIC • Equal Housing Lender

Staunton 618-635-2234  
Bethalto 618-377-9146  
Holiday Shores 618-656-5015  
Troy 618-667-9800  
Livingston 618-637-2070  
Worden 618-459-7211  
Benld 217-8354384  
Hamel 618-633-2265  
Maryville 618-346-3600  
Mt. Olive 217-999-2265

# The Medicare “Spoofing” Scam: How Seniors Can Protect Themselves

by Lisa Madigan, Illinois Attorney General

Medicare “spoofing” is an emerging scam that uses caller ID to trick unsuspecting seniors into revealing sensitive financial information. If thieves are given this information, you may quickly find yourself the victim of an emptied bank account.

*I recently heard that some scam artists claiming to be Medicare representatives have the ability to make calls that appear on my caller ID to come from a real government agency. Is this true? If so, how can I determine if a call is legitimate and protect myself from fraud?*

Some scam artists have developed the ability to falsify the phone number displayed on caller ID so the call appears to come from a legitimate source. This practice is called “spoofing.” Some con artists “spoof” the contact information of state or federal government agencies to deceive seniors.

The scam you describe is fairly common. In this type of scam, Medicare recipients receive a call from a con artist claiming to be a Medicare

representative. The con artist falsifies the number that shows up on caller ID so that it appears to come from a government agency. The caller explains (falsely) that the new Health Care Reform Law requires new Medicare cards to be issued to each recipient, then asks the recipient to provide his or her bank account information in order to activate the new Medicare benefits.

Because the caller ID indicates that this call is from a legitimate government agency, Medicare recipients may be more likely to believe the caller and provide the requested information. Unfortunately, if they do so, they will have fallen victim to the spoofing scam.

So how do you know whether to provide information when the request seems to come from a legitimate source? The most important rule to remember is to never give out personal information over the phone unless you initiated the call and know with whom you are speaking.

For more information, please visit [www.IllinoisAttorneyGeneral.gov](http://www.IllinoisAttorneyGeneral.gov).

*Illinois Flagship Stations*

**WSMI**

**106.1** **1540**  
Night Games Day Games

**Mike Niehaus**

**Edwardsville 618-655-9660**

**[www.waox.com](http://www.waox.com)**



**Charlie Huelsmann**

**[www.wsmiradio.com](http://www.wsmiradio.com)**

# your business

## Gateway Regional Medical Center Offers Most Technologically Advanced Endoscopy Lab in Area

Gateway Regional Medical Center in Granite City hosted a VIP Grand Opening Event Thursday, June 3rd to unveil their newly renovated \$2million Endoscopy Lab. City elected officials, the medical industry, and Southwestern Illinois business leaders were in attendance.

"We are thrilled to be able to provide our community members with the area's most advanced technology and improved patient comfort. Our investment in this new unit demonstrates significant progress toward our goal: to continually strive to offer quality health care and improved services for our patients," says Damon Brown, Chief Executive Officer of Gateway Regional Medical Center.

Gateway Regional's new Endoscopy Lab is now the most technologically advanced endoscopy facility in the area. Their new system provides high definition images and video. Just as with HDTV, images are clearer and sharper, allowing for a more accurate diagnosis. Abnormalities that were once too faint to see are now visible. This leads to earlier diagnosis, earlier treatment and better outcomes.

Gateway's new Endoscopy Lab was designed to increase patient comfort and privacy, provide better technology for more accurate results, and decrease the amount of time a patient spends sedated. Preparation, the procedure, and the recovery all happen within the same unit, making the entire process smoother, more efficient, and more private. The new design facilitates a better overall patient experience.

One of the leading physicians, Dr. Neil Frederickson, MD said, "Gateway Regional's new Endoscopy Lab allows me to provide excellent care to my patients by utilizing high definition imaging and a more streamlined process. They have a very experienced team and I really enjoy working with them. This renovation was a big step in the right direction for the hospital."



**GATEWAY REGIONAL  
MEDICAL CENTER**



### Got Kids?



Looking for ways to keep your kids' brains active this summer while still having fun? **College for Kids 2010** offers more than a hundred classes for kids in pre-school through high school in locations throughout Madison, Macoupin and Jersey counties.

Computers. Horses. Theatre. Cooking. Science. Photography. And more. Check us out

[www.lc.edu/corporate](http://www.lc.edu/corporate). Or call us at 618-468-5850.

**It's what you know.**

### AN ADDED MEMBER BENEFIT

As a member of

**EDWARDSVILLE/  
GLEN CARBON  
CHAMBER OF  
COMMERCE**

**YOU'LL SAVE BIG!**

**Southern Illinois  
Underwriters Agency, Inc.**

P.O. Box 463  
105 Plaza Court  
Edwardsville, Illinois 62025  
618-656-0120

C. William Schmidt • Matt Rogier

We are pleased to offer special discount rates from Auto-Owners Insurance Company on business insurance — to members of company approved organizations like yours!

Fast, fair and efficient service — from The "No Problem" People®

**CALL TODAY AND SEE  
HOW YOU'LL SAVE!**

***Auto-Owners Insurance***

Life Home Car Business  
*The "No Problem" People®*

# SIUE Cougar Welcome Planning Committee Announces 13th Annual Merchants' Fair

The SIUE 2010 Cougar Welcome Planning Committee is pleased to announce the 13th annual Merchants' Fair to be held Wednesday, August 25 from 10am– 3pm in Morris University Center's Goshen Lounge.

The Merchants' Fair, in part, is designed to increase student, faculty, and staff awareness of area businesses, services, and activities and to facilitate interaction between students, faculty, staff, and the local business community. More than 800 participants are expected during the course of the event. A Fair tradition, the annual Ice Cream Social hosted by Mayor Gary Niebur and SIUE Chancellor Vaughn Vandegrift, will be held at noon. Complimentary 6 oz. ice cream cups will again be provided to add to the success of the event!

Since this is an excellent way to promote your business and interact with the SIUE community, you are cordially invited to participate. Advance registration is required. For information regarding fees and registration, please contact Cheryl Y. Heard via e-mail at [cheard@siue.edu](mailto:cheard@siue.edu) or by phone at 618.650.2686.



ABOVE: Mayor Niebur and Chancellor Vandegrift handing out ice cream to students at the 2009 SIUE Welcome Week Merchants' Fair.



## MONEY MAILER®

### of the Metro East

- Shared Mail Product
- Solo (1 to 1) Mailings
- New Move and Loyalty Programs

- Variable Data Postcards and Letter Mailings
- Demographic Lists
- Graphic Design



- Promotional Flyers, Pamphlets and Business Cards
- 4 Color Printing
- On Line Advertising

# 866-282-4298

[www.moneymailer.com](http://www.moneymailer.com)

A Combat Veteran Owned Business



Mike Goodsell, Owner

Professional assistance can save you time and money!



## Kuhlmann

BUSINESS SERVICES

**Linda Kuhlmann**

Accountant/QuickBooks ProAdvisor

618.830-2272

[www.kuhlmannservices.com](http://www.kuhlmannservices.com)





**SIUE**

Credit Union

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


# 50

CELEBRATING

FIFTY YEARS

Strength & Stability

618.650.3760

A photograph of a private recovery room. It features a bed with white pillows and a brown blanket, a green armchair with a white pillow, and a wooden nightstand with a lamp and a vase of colorful flowers. The room is decorated with framed artwork on the walls.

An  
orthopedic  
recovery  
experience  
that will have  
you jumping  
for joy.

***The Bone & Joint Center at Gateway Regional.***

*The recovery process is a crucial part of any orthopedic procedure. And at The Bone & Joint Center, you'll find completely remodeled **private recovery rooms** to help speed the healing process while making you and your loved ones more comfortable. Each room features a new bed, cozy furniture, a flat screen TV, and updated equipment to help our dedicated nursing staff take better care of you. Combined with our advanced technology and experienced surgical team from Illinois SW Orthopedics, Ltd., these new rooms help The Bone & Joint Center remain the area's top choice for orthopedic services. Visit [gatewayregional.net](http://gatewayregional.net) or call (618) 798-3000.*

