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About this section

This special advertising supplement was produced by the Kennebec Journal/Morning Sentinel. The cover design was by Alicia Tuttle, Graphic Designer.
If you would like information on running a section about your business or organization, call Business Development Manager Bridget Campbell at 861-9155 or (800) 537-5508, Ext. 9155.

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Colby College president, mayor share wider vision for downtown Waterville

The college plans to buy more property downtown as school expands plans for its presence there, and officials discuss how to make area more vibrant

BY AMY CALDER
Staff Writer

Colby College President David Greene envisions a downtown where students live in apartments on Main Street and are engaged in the community in structured ways, contributing to the life of the city.

They might be tutoring in schools, helping out at a social service agency, volunteering in a soup kitchen or working at Hardy Girls Healthy Women.

An apartment building and former pawn shop remain boarded up and vacant since fire heavily damaged the building on Main Street in Waterville.

"They would do that as part of their program," Greene said Tuesday. "That would be a requirement of living in that house."

The idea is that students go out into the world after leaving academia and, armed with the experience of living and volunteering downtown, have a greater understanding of why civic engagement and partnerships with communities are important.

However, that concept is only a small part of Greene's greater vision, which is that of a vibrant downtown so compelling that people of all ages want to live, work, recreate and visit there.

In addition to valuable assets already existing in the city — the Waterville Opera House, Railroad Square Cinema, the hospitals, colleges and the Colby Museum of Art — there also would be art galleries, new retail stores and restaurants. College students and faculty members would live downtown. Traffic would move more slowly through downtown, and perhaps sidewalks would be made wider to afford shoppers and diners the leisure of spending time outside on the streets.

Connections to the city's waterfront at Head of Falls and the Hathaway Creative Center would be more pedestrian-friendly and attractive. With more people living and working downtown and more reasons to visit, businesses would thrive.

Staff photo by Michael G. Seamans
Colby College President David A. Greene and Waterville Mayor Nick Isgro walk down Main Street in downtown Waterville.

Waterville Mayor Nicholas Isgro shares Greene's vision and has been meeting with him, city officials, business owners and downtown advocates over several months to discuss ways to make it a reality. With input gleaned from those meetings, the work already has begun, Greene and Isgro said Tuesday in an interview in the mayor's office at City Hall.

Colby bought three vacant and deteriorating buildings downtown — 9 Main St., the former Levine's clothing store; 173 Main St., known as the Hains building; and 16-20 Main St., the former site of a tattoo parlor — with a plan for renovating them and, in some cases, partnering with developers and investors to do so. While Greene says it's too early to say what each building will be used for, work to renovate them will start soon.

"We've been going through careful structural analyses and very serious environmental analyses in the buildings to see if remediation is needed," he said.

One or more buildings might not be structurally sound enough to salvage and would have to be razed, but new buildings could be built in the empty space.

Colby plans to buy more property downtown but does not plan to own the buildings forever, according to Greene.

"There will be more," Greene said. "It may be soon. … I don't have a particular date and I can't tell you which building yet. Our desire is not to be a large permanent landowner on Main Street. We want to be a catalyst for development. We may not hold these buildings for the long run."

Already, Colby and the city are courting investors, and developers are visiting the city and taking stock of possibilities.

"With that kind of help, we think we can actually get to a point where we have a sustainable, market-driven economy on Main Street," Greene said.

Developers have shown high interest in opportunities downtown, he said. "It's a very good sign. I see one encouraging sign after another."

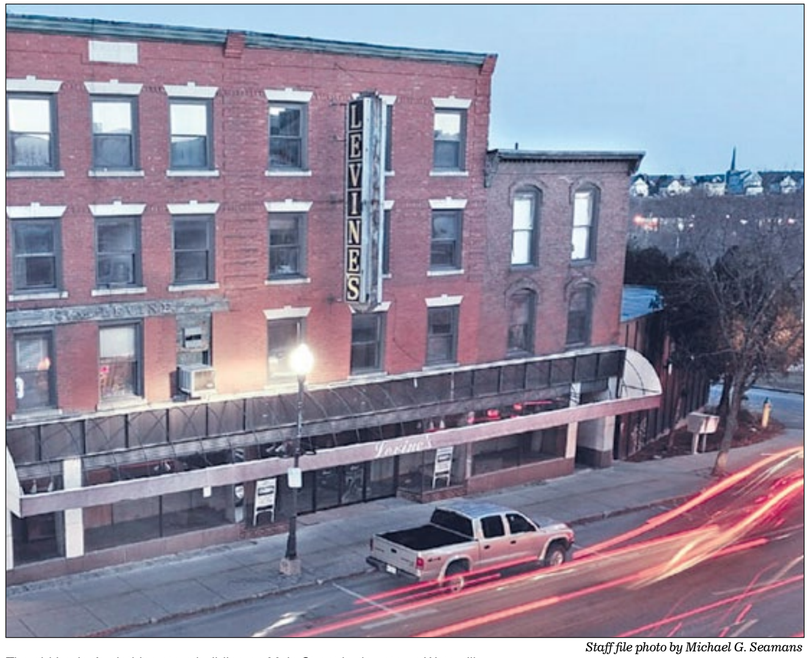
A BOOST FOR THE CITY

The city is grateful for the support Colby and Greene are lending to the renaissance effort, according to Isgro. Colby's hiring of urban planners, architects and engineers is far beyond what the city could afford to do on its own, he said.

Both he and Greene noted that the effort is not just Colby's or the city's, but a partnership shared by both and by city leaders, businesses and downtown organizations. Public meetings to gain more input from Waterville residents will be scheduled, the mayor said.

The effort not only will make the city more attractive for families who want to raise their children here; it is expected it also will prompt businesses to move

More COLBY, **PAGE 6**



Staff file photo by Michael G. Seamans

The old Levine's clothing store building on Main Street in downtown Waterville.

Colby

CONTINUED FROM PAGE 5

here and expand the tax base.

"Obviously, having that focus start downtown, where we have the highest concentration of tax base, makes total sense," said Isgro, who is the controller at Skowhegan Savings Bank.

The partnership efforts would extend beyond the downtown and include the Colby campus on Mayflower Hill, where a baseball-softball complex is under construction and expected to be completed next month — and it will be available for use by local schools.

Greene said Colby is thinking about investing further in athletics on its campus by building a new athletic complex and investing in the performing arts by building a performing arts center.

"We've actually thought about both of those and how we'd do that in the context of what we'd do in the city," he said, adding that a performing arts center could be built in a way that connects it to the Waterville Opera House, for instance, and the community could use the athletic facility.

They would serve as economic development tools as well, he said.

For instance, Colby's pool in its current athletic center is outdated, and if Colby built a new athletic center with a 50-meter pool, it would be the only 50-meter pool in Maine, drawing young swimmers to competitions from all over northern New England, according to Greene. The swimmers and their families would stay, eat and shop in Waterville.

"That alone can drive a lot of new money to businesses downtown and greater Waterville," he said.

Greene said plans for a new athletic center on campus are in the discussion stages.

"We're working on that right now. We don't have a decision yet on what that would look like, but we just went through the planning process."

The arts will play a huge role in the revitalization efforts. Greene said more than 50,000 people visited the Colby Museum of Art last year.

"We're starting to really think about how to leverage the arts as an economic tool for the city, as one of the great assets for people to come here and experience," he said.

Greene led an effort to revitalize areas on the south side of Chicago when he was executive vice president at University of Chicago. Like the current Waterville downtown revitalization effort, it centered on economic development.

His work to partner with the city is influenced by the fact that Waterville has supported Colby in its efforts throughout the years.

"We've had a symbiotic relationship for more than 200 years, and we're going to continue that for at least another 200," he said. "We should do all we can to make sure we both thrive in this environment. I think the more we can partner together and face whatever challenges come our way, the stronger we will be. We really are joined at the hip."

Isgro said that since the partnership with Colby has been discussed, he goes around the city and sees a renewed sense of optimism, particularly because the city had endured some tough financial years. It's time to "seize this moment," he said.

"I hear people saying more and more, 'How can I help?' It's an incredible optimism in the air."

Isgro, City Manager Michael Roy, city councilors, business owners and downtown organizations including Waterville Creates! have been positive and encouraging and want to do everything they can to make the vision a reality, according to Greene.

"That's a sign that this is a city that's really ready to get things done," he said.

The process has been invigorating, Isgro said.

Greene predicts the effort will draw investors to follow suit and take advantage of opportunities downtown. Waterville has a lot of hardworking people, ready to do every job that needs to be done, he said.

"If we can really get a number of things started, it will send a message to the larger market that this is the time to invest in Waterville," he said.

MORE OPPORTUNITIES FOLLOW

Bill Mitchell, owner of GHM Insurance Agency on Main Street, took part in the downtown revitalization meetings and in the midst of discussions bought two historic buildings at 14-18 and 20-24 Common St. and is renovating them for offices, a restaurant and art-related ventures.

Restaurant owner Jobi Culver will lease space in the so-called Masonic building at 14 Common St. His restaurant is scheduled to open in December. Culver and Mitchell will host a pre-launch party at the restaurant space from 4:30 p.m. to 6:30 p.m. Wednesday.

Mitchell has great hopes for the downtown renaissance.

"I think what is happening in downtown is just a great opportunity for the city of Waterville to really rejuvenate the livelihood of downtown," Mitchell said Tuesday night. "It's just really an exciting time."

He cited the collaboration among Colby, the city, businesses and downtown organizations including Waterville Main Street, Waterville Creates!, Mid-Maine Chamber of Commerce, Common Street Arts and others as extraordinary.

More COLBY, **PAGE 7**

Colby

CONTINUED FROM PAGE 6

"I think that the time is right now for really good and exciting things to happen in downtown," he said.

Mitchell and his wife, Vicki, will host a "major reception" Nov. 10 at Castonguay Square off Common Street to celebrate the downtown effort and open his new building. Colby students and staff members, downtown organizations, city officials and the public are invited to Harvest on the Square, which also will feature artists, musicians and others, he said.

"It will be catered by the Last Unicorn," Mitchell said. "There will be artists and musicians from around the state. We're really looking forward to a great, fun, festive event downtown to kick off what we think is a fantastic initiative to invigorate downtown."

City Councilor Dana Bushee, D-Ward 6, also took part in downtown discussions. Her ward includes downtown.

Bushee said late Tuesday that all of the things Greene, Isgro and others have been working on are things the city has been hoping for and thinking about for a long time.

"With David (Greene's) enthusiasm and energy and knowledge, he's actually making the dream come true, really," she said. "I think we're at a turning point when it comes to not only the downtown, but really creating an image for Waterville and being a destination city."

She said Greene, Mitchell and other visionaries will definitely make it happen — not only for the city and downtown, but for all residents.

"I think we just need people to believe in Waterville and know that things are happening, and many people in the community are working on it," she said.

Amy Calder — 861-9247
acalder@centralmaine.com
Twitter: @AmyCalder17

Staff file photos by Michael G. Seamans

Top right, Colby College has plans to develop the Haines Building on Main Street in Waterville.

Right, an apartment building and former pawn shop remain boarded up and vacant since fire heavily damaged the building on Main Street in Waterville.

Kennebec Chamber supports an expanding business region

CEO looks back on a successful year

BY NANCY P. MCGINNIS
Correspondent

It's been a "fantastic" year, according to Ross Cunningham, president and CEO of Kennebec Valley Chamber of Commerce.

Looking back, as he approaches the first anniversary of taking over the helm from Peter Thompson, Cunningham spoke of an unmistakable energy and "a lot of positive movement" in the capital city and surrounding communities served by the Chamber.

"We happen to be in the midst of some necessary and overdue infrastructure improvement," he said, pointing to such work as the major construction just down the road from the Chamber, along Mount Vernon Avenue. "But the short-term pain will pay off with long-term benefits," he added.

In figures released for August 2015, the region stands out for its 3.3 percent unemployment rate — second lowest among large cities in Maine, surpassed only by Portland/South Portland. "That's the lowest since 2008, or maybe before, and it certainly compares favorably with the current national rate of 5.2 percent," Cunningham said.

Cunningham said downtown communities, such as Augusta, Hallowell and Gardiner, are working hard to promote their local economies and welcome new businesses.

"I've participated in four new business ribbon-cutting ceremonies this past month and I'm excited about the new focus on the arts in our region."

Cunningham also is pleased that the Augusta Civic Center's longtime assistant director, now director, Earl Kingsbury, has expressed interest in attracting more performing arts events.

The Center, with its main auditorium and almost two dozen meeting rooms, currently hosts mostly conventions and exhibitions. Events take place there an average of 320 days a year, bringing in 325,000 people, many of whom also dine, shop and stay overnight while they are in the area.

As for the Chamber itself, "our greatest challenge is finding ways to accomplish everything on our to-do list," Cunningham said. Additional staffing will help address the expanded roles and goals of the Chamber.

> "We are committed to embracing businesses of all sizes as well as supporting community events."
>
> ROSS CUNNINGHAM, PRESIDENT AND CEO OF KENNEBEC VALLEY CHAMBER OF COMMERCE

Nancy P. McGinnis photos

KVCC President and CEO Ross Cunningham reflected recently on the past year of fantastic progress and teamwork. One of the changes in store is the Chamber's upcoming move from the venue it has occupied for decades to a new site on Western Avenue.

Over the past year, small but significant changes have taken place, including the Chamber's new website and domain name, *www.KennebecValleyChamber.com*. The Chamber is also more fully utilizing its social media presence on FaceBook and Twitter. Cunningham shares news and insights in his regular weekly "Friday reports."

Popular Chamber events such as monthly "Business After Hours" gatherings continue to draw as many as 200 or more Chamber members and guests for valuable networking.

In the coming year, Cunningham looks forward to leading his staff and volunteers in focusing their attention on the regional horizon and broader economic change.

"Right now, we have about 720 Kennebec Valley Chamber of Commerce members," Cunningham said. "We're working hard to make sure that all of our new and existing members alike are listened to, and their needs supported."

In the works is a small business development support team, with numerous Chamber member volunteers offering to mentor emerging businesses and share their expertise in areas such as accounting, website management and marketing.

The Chamber itself will be relocating by the end of the year from its current small, somewhat hidden quarters on University Drive to a larger, much more visible location, Cunningham said.

Preparations are under way for the move to the former Verizon building on Western Avenue across from Journal Square and the Senator Inn. Cunningham envisions the more spacious new venue, a stone's throw from the Interstate, will serve a more prominent role as a welcome center, and may even lend itself to "incubator" rental space for small entrepreneurs and sole proprietors.

"We are committed to embracing businesses of all sizes as well as supporting community events," Cunningham said.

He is confident that supporting the entire business region, not just Chamber members, will be a positive strategic step toward fostering new business development and residential growth and boosting the local economy into the future.

The new home of the Kennebec Valley Chamber, which has been undergoing renovation this fall, will offer increased visibility and expanded space, with the potential for more events and activities on-site.

The chamber's programs and networking events are always well attended.One of the biggest of the year is the Business After Hours.

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Mid-Maine Chamber of Commerce promotes fishing activities

Tournaments, programs draw sportsmen to the region

BY NANCY GALLAGHER
Correspondent

Building on the economic success of last year's "Major League Fishing" show, the Mid-Maine Chamber of Commerce has invested in two more promotional fishing activities.

Camps, cottages, hotels and sport fishing in this region have experienced an uptick in business since the show aired on Outdoor Channel, said Mid-Maine Chamber of Commerce president and CEO Kimberly Lindlof.

The first of this year's promotional activities is "Man vs. Maine Bass Trail," a series of seven Maine bass fishing tournament competitions beginning May 2 on Great Pond and ending Oct. 10 on Maranacook Lake. Intermediate tournaments occur on China Lake, Damariscotta Lake, Messalonskee Lake, Androscoggin Lake and the Androscoggin River. A $5,300 winner's purse acts as a lure to serious anglers. For more information, consult *www.mainemanvsbass.com*.

A second Outdoor Channel program, entitled "Fishing University," taped a half-hour episode on China Lake in mid-September. The show will air in the first quarter of 2016. The show's co-hosts, Charlie Ingram and Ray Brazier, each team with a show sponsor's representative and compete boat-to-boat in bass tournament fashion. Competing alongside Ingram and Brazier in this episode will be Ted Thibault, global sales manager of Tuf-Line, and professional fishing guide Carl Bois.

The Mid-Maine Chamber selected this sponsorship in order to "once again highlight to a nationwide audience our region as the place to go for fantastic fishing in Maine," Lindlof said.

As a bonus educational component, the sponsorship includes a one-hour career opportunities presentation to students at the Mid-Maine Technical Center. Ingram and Brazier will speak, as will Thibault and Bois. Additional guest presenters are Man vs Bass Maine Trail owner Corey Vose and Belgrade Bassing owner and registered Maine guide John Blais. Students will learn of career opportunities in the out-of-doors as well as in the technical areas of electronic media, such as on-air talent and video production.

This "Fishing University" sponsorship represents a sizeable investment for the Mid-Maine Chamber, according to Lindlof.

"We're hoping it will continue to showcase our region and to attract that upscale fisherman that will come to Maine, enjoy our natural resources and the beauty of our area, have a positive experience, and tell all

More MMCC, **PAGE 11**

Contributed photo
Outdoor Channel's "Fishing University" competitors Ted Thibault, global sales manager for Tuf-Line, and "Major League Fishing" co-host, Charlie Ingram, show Thibault's recent China Lake catch.

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"We're hoping it will continue to showcase our region and to attract that upscale fisherman that will come to Maine, enjoy our natural resources and the beauty of our area, have a positive experience, and tell all their friends — and really promote this area of tourism for our region."

KIMBERLY LINDLOF, PRESIDENT AND CEO MID-MAINE CHAMBER OF COMMERCE AND EXECUTIVE DIRECTOR OF THE CENTRAL MAINE GROWTH COUNCIL

MMCC

CONTINUED FROM PAGE 10

their friends — and really promote this area of tourism for our region," Lindlof said.

But things continue to happen on shore as well.

Following a carefully considered organizational restructuring, Kimberly Lindlof now wears two hats: president and CEO of the Mid-Maine Chamber of Commerce, and executive director of the Central Maine Growth Council.

Combining the two positions merges staffing services into a single unit run through the Mid-Maine Chamber, allowing greater efficiencies in bookkeeping, membership sales/investor solicitations and executive oversight. This enables newly hired Economic Development Specialist Garvan D. Donegan to focus fully on Central Maine Growth Council regional economic development. With this arrangement " … we actually have more of a team approach to economic development," Lindlof said.

The Chamber also continues to annually host 11 Business After Hours, 10 Business Breakfasts, five Leading Women Luncheons, two Meet the Reps and five major fundraisers.

For more information, contact the Mid-Maine Chamber of Commerce at 50 Elm Street, Waterville, Maine 04901. Office hours are 9 a.m. to 5 p.m. Monday through Friday, Telephone is 873-3315. Fax is 877-0087. Website is *www.midmainechamber.com*.

Contributed photo
Outdoor Channel's "Fishing University" competitors Ted Thibault, global sales manager for Tuf-Line, and "Major League Fishing" co-host Charlie Ingram, show Thibault's recent China Lake catch.

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New stores find a home in the Farmington area

Spa, jeweler, shoes and technology among the offerings

BY VALERIE TUCKER
Correspondent

Contributed photo

Expenet Technologies has expanded its computer repair business from the original store in Wilton, adding a second store in downtown Farmington. Owners Josh Michaud and Jeff Chaisson and their several employees also offer a range of products and services that include website development, equipment sales and service, networking and repair of phones and tablets.

Contributed photo

Azulene Day Spa, located on Route 4, between Subway and Michael's Motors, will be offering a full range of services, including massages, manicures, pedicures, facials and a sauna. Owner Monica Chandler suggests that the upcoming holiday season will make gift giving easy, affordable and memorable. "Stop by and pick up a few gift certificates for the special people in your life," she said.

According to Penny Meservier, executive director of the Franklin County Chamber of Commerce, a host of businesses have opened or expanded in the Farmington area, reflecting the positive economic upturn in the western Maine region.

One new Chamber member is the Azulene Day Spa, offering sophisticated pampering at affordable prices, according to owner Monica Chandler. Customers come in for a facial, foot soak, a massage, manicure, pedicure, hair and scalp treatments, a sauna, body waxing and other services, she said.

"When customers come in for whatever treatment they choose, we can guarantee they will leave their daily stresses behind," she said.

The business, located at 216 Wilton Road, in the small shopping mall between Michael Motors and Subway, is a convenient stop on the Route 4 business district between Wilton and downtown Farmington. Chandler says she and her staff are excited about the coming holiday season.

"For Christmas, or birthdays or anniversaries, or for any reason, Azulene Day Spa offers the perfect gift-giving opportunity," she said. "What could be simpler than a gift certificate for a facial or a massage for someone special?"

Instead of the usual flowers or candy or dinner at a restaurant, a gift certificate for an hour or more of pampering could be a romantic and thoughtful alternative, she said.

"But why have to wait for some sort of special reason?" Chandler asked. "What we offer is a way to relax, rejuvenate and slow down."

Chandler is a licensed esthetician and cosmetologist, with additional training in cosmetic laser treatments through the National Laser Institute in Scottsdale, Ariz. Her licensed masseuses can offer couples massages, which she suggest are great gifts for anniversaries or other special occasions. The spa is open from 10 a.m. to 7 p.m. on Wednesday and Thursday, from 9 a.m. to 5 p.m. on Friday, and from 9 a.m. to 2 p.m. on Saturday.

Another new business carries a more familiar name for Franklin County residents, Divine Inspirations Gifts & Decor, which is open at 174 Main Street.

Until recently, that storefront between TD Bank and Tranten's Market was the home of Trask Jewelers. John Anderson, owner of both the building and business, had decided to retire at the end of 2014, and the building has been empty. Meanwhile, Tammy Parsons, owner of Divine Inspirations combined gift and footwear shop on Front Street, decided she needed room to grow. She and Anderson talked things over and agreed that she could move her gift and home décor shop to his Main Street location. Anderson, deciding he missed his work and his customers, reopened his shop on Tuesdays and Wednesdays, working on watches and jewelry in the back of the store.

"People sometimes are confused, because they think John's here every day again," she said. "We're really two separate businesses, but he's kept his old Trask Jewelers' phone number for people to call him or drop something off when he's here on Tuesday or Wednesday."

Parsons will continue to operate her Divine Inspirations Footwear store on Front Street and has added several high-quality name brands to her line of shoes and boots for the entire family.

One new line that should interest western Mainers is the Baffin winter footwear. Her daughter lives out west, she said, and Baffin is the most popular brand for those who plan to hunt, ice fish or just need excellent cold-weather protection. Keeping the two stores open requires some experienced help.

"I have five employees now, which is great for me," Parsons said. "We're doing great, and I'm so happy about the feedback we've received."

Both Divine Inspirations stores will be open from 10 a.m. to 5 p.m., Monday through Saturday.

Another expansion of a successful business is in the technology field. Business partners Jeff Chaisson and Josh Michaud began working on computers and related equipment four years ago from Chaisson's home. They quickly drew enough customers to open Expenet Technologies at 295 Main Street in Wilton.

Since then, they have drawn a large enough clientele to decide to open their second storefront in Farmington. They also have added to their computer repair and information technology management services.

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Franklin County

CONTINUED FROM PAGE 12

According to Josh Michaud, their staff of six now repairs phones and tablets, offers website development and management and provides information technology services for larger commercial systems.

"We try hard to get our customers technology problems fixed with a 48-hour turnaround," Michaud said. "We realize we can't solve every problem that fast, but we certainly work toward that goal."

The Farmington location at 145 Main Street, across from Java Joe's and next to Farmington Dental, is expanding its retail offerings of printers and other hardware essentials, data transfers, tune-ups, virus removal, data recovery and back-ups, and even disposal of electronic equipment. The stores are open at 9 a.m., Monday through Saturday, and they close at 5 p.m. on weekdays and at 1 p.m. on Saturdays.

Photo by Valerie Tucker

Divine Inspirations owner Tammy Parsons (right) and her sales associate, Tracy Brooks, have begun preparing for the coming fall and holiday season at Parsons' new store on Main Street. She also has expanded her Front Street store and will sell a wide range of footwear at that location. The downtown Farmington store, located in the former Trask Jewelers building, offers home décor, jewelry and gifts.

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How businesses give back to communities

Formal and informal models for charitable giving

BY NANCY GALLAGHER
Correspondent

Annual budgets, employee recommendations and on-the-spot owner's decisions all represent giving models for central Maine businesses and organizations.

The Community Reinvestment Act, a federal guide for best banking practices, recommends that community banks include support for low income housing initiatives within their defined lending area as a part of doing business, said Anna Lyon, assistant vice president, marketing director for Franklin Savings Bank.

To formalize charitable giving within its business model Franklin Savings Bank, in 2000, created the Franklin Savings Bank Community Development Foundation. An administrative team evaluates incoming requests for funding, funneling larger requests to the bank's board of directors. The team meets on an as-needed basis, with larger requests incorporated into a monthly board of directors agenda.

"The biggest line items that we tend to give are for local economic development groups. We do that in the Rumford, Farmington and Skowhegan areas," Lyon said.

Criteria for consideration include:

- Benefit to communities within the bank's defined lending area
- Targeted economic development
- Alleviation of low-income housing pressures
- Job retraining

A Franklin Savings scholarship program currently gives $33,000 annually to 11 students who will major in business studies, Lyon said. A new three-year program will sponsor $45,000 in paid internships at the University of Maine at Farmington.

The Livermore Fire Department has a new, life-saving Rapid Intervention Pak, used to replenish air supply to firefighters trapped inside burning buildings, thanks to a matching grant from the bank's Foundation.

"We really look at what benefits the community," Lyon said.

Franklin Savings Bank's Community Development Foundation is headquartered in Farmington, Maine. Telephone is 778-3339; website is *www.franklinsavings.com*.

As a family-owned and operated for-profit business, Waterville's Central Maine Auto Group (CMAG) adopted a simpler model.

General Manager Chris Gaunce's wife, Linanne, serves as the point person for requests, forwarding them to Chris Gaunce and to CMAG owner Charlie Gaunce for a decision. For the requests from school and sports-related groups, they review who is asking, what impact a donation will have, the budget and goals of the organization, and how the recipients plan to leverage the funds to accomplish their mission, Chris Gaunce said.

David Leaming photo
Left to right, Karen Rancourt-Thomas, Kevin Joseph and Diane Joseph discuss replacing municipal funding for Waterville's annual Festival of the Falls. The festival has now become part of Harvest Fest, held in October at Waterville's Head of Falls.

For capital campaigns, criteria include campaign length, desired outcome, use of campaign proceeds and how it will better the community.

The number of requests increases yearly, Chris Gaunce said. "Sometimes it's not about being the biggest contributor, it's about playing a part of something bigger. We want to make sure we're supporting our customers, our community and our employees."

Locally-owned businesses are very generous, and local residents can help sustain that generosity by using local goods and services, Chris Gaunce said. "We make our communities what we want them to be. What we (CMAG) have to do as a corporate citizen is to support our community and share the resources."

Central Maine Auto Group, 300 Kennedy Memorial Drive, Waterville, is open from 8 a.m. to 7 p.m. Monday through Friday, and from 8 a.m. to 5 p.m. Saturday. Telephone 872-9211 or consult the website at *www.cmautogroup.com* for more information.

For Kevin P. Joseph of Joseph's Market, 74 Front Street, Waterville, giving back has been a family tradition for 90 years.

"It was the way I was brought up," Joseph said. "It was an honor and a pleasure to do it. It wasn't something we had to do." Successive generations have led by example, and Joseph continues the tradition because he feels blessed for the life he's had.

His decision-making process is straightforward: He decides "in the blink of an eye" and feels a higher presence is guiding his decisions.

Joseph gives back in the form of time as well as money. He participated on the capital campaign committee for the Waterville Homeless Shelter and served on the board of directors of the United Way of Mid-Maine. He currently chairs the small business division for its annual campaign.

The model changes with Joseph's other business, Joseph's Fireside Steakhouse, 99 West River Road, Waterville, because he has a business partner, E. J. Fabian. Together they determine an annual budget for charitable giving. Requests are fielded by management personnel at the Steakhouse and then forwarded to Joseph and/or Fabian for action. Both will review each request prior to a decision.

Victims in need due to catastrophic fires or accidents rate priority consideration, according to Joseph. Students requesting donations for travel to competitions will likely receive a donation toward a fundraiser rather than an outright donation toward the travel.

> **"What I hope I've taught my grown-up children is that they are both very well off now … and they can't forget the people out there that are not quite as fortunate."**
>
> **KEVIN P. JOSEPH, JOSEPH'S MARKET, JOSEPH'S FIRESIDE STEAKHOUSE**

"I want to make sure kids understand that they have to work to get this money," Joseph said. "We had to work to get the money to donate to them. I could not do this without the support of my family … The money that I was spreading throughout the community is … coming out of their pockets.

"What I hope I've taught my grown-up children is that they are both very well off now … and they can't forget the people out there that are not quite as fortunate."

For more information, telephone Joseph at 873-3364.

Encouraging employee volunteerism enables Maine State Credit Union (MSCU) to further its organizational commitment to social responsibility. Employees volunteer for a range of internal "crews" addressing concerns such as marketing, member appreciation and technology. The social responsibility crew largely drives one of the credit union's three principal areas of giving, which is ending hunger. Other programs are employee choice and general giving, the latter is administrated by marketing.

Food insecurity has increased steadily in recent years, according to MSCU Director of Marketing Lisa Joy. So have MSCU's contributions to ending hunger. From its initial 1995 contribution of $1,500 to the statewide Maine Credit Union League's Campaign for Ending Hunger, MSCU's annual contributions over the past decade have averaged $37,000.

"We distribute 100 percent of our funds that we raise directly to food pantries, soup kitchens, homeless shelters, meals on wheels and backpack programs in Kennebec and Somerset counties," Joy said. "Through Good Shepherd Food Bank, organizations

More GIVING, **PAGE 15**

Giving

CONTINUED FROM PAGE 14

receiving money from us can get four meals for every dollar."

This is the 10th year for MSCU's spring Walk to End Hunger. A running enthusiast-employee organized an accompanying 5k run this year. The combination raised $33,000 for ending hunger. An annual fall Harvest Dinner and Live Auction has a $15,000 goal.

In 2012, MSCU employees expressed interest in broadening the charitable focus beyond ending hunger. As a result of this grass roots employees' choice movement, each month an employee's name is chosen and that individual designates an organization to receive a $250 donation.

Working with MSCU's social responsibility crew and others, Joy plans to refine the statement for its general giving program. In 2015, this program donated funds to more than 50 organizations within its service area.

Maine State Credit Union has offices in Augusta and Waterville. Telephone 623-1851 or consult the website at *www.mainestatecu.org* for more information.

Contributed photos
Above, a campaign for supplies for the Waterville Area Humane Society is just one of the many causes Central Maine Auto Group supported in 2015.

Left, Benjamin Guild of the Livermore Fire Department, and Diane Jackson, manager of Franklin Savings Bank Jay Branch, with the fire department's new Rapid Intervention Pak, purchased through a Franklin Savings Bank matching grant and other donations.

Trash continues to clutter an already polluted world

Reducing, reusing and recycling materials can help

BY SUSAN VARNEY
Correspondent

Humans create a tremendous amount of trash. Just look at the street on trash pick-up day. One can almost tell who recycles and who doesn't by the trash piles.

When talking about recycling, certain words come up: Sustainable systems, pollution reduction, reducing minerals needed for new production, energy conservation and cutting water use. Basically that is what recycling is all about, sustainability, reduction of pollution and saving resources.

Increases in the abundance of atmospheric greenhouse gases since the industrial revolution are mainly the result of human activity and are largely responsible for the observed increases in global temperature, according to NOAA Global Monitoring Division on Greenhouse Gases.

According to the Environmental Protection Agency (EPA), the Earth's climate is changing. Temperatures are rising, snow and rainfall patterns are shifting, and more extreme climate events — such as heavy rainstorms and record high temperatures — already are taking place. Scientists are highly confident that many of these observed changes can be linked to the climbing levels of carbon dioxide and other greenhouse gases in the atmosphere, which are caused by human activities.

The EPA partners with states, tribes, localities and resource managers to encourage smart growth, sustainable planning, clean energy and preparation for climate change, according to resource material at *www.eps.gov*.

Some people do not know that the fertilizers and pesticides they put on their lawns may end up in the river and can have a direct impact on their world and the environment. Fertilizers can trigger algae blooms that decompose and suck oxygen from the water, making it harder for aquatic life to live and grow. Pesticides are harmful to pets, children, fish and other aquatic life.

A better choice for the planet, according to scientists, is to plant less lawn, mow less often, and not fertilize (which causes more growth). Instead, people are encouraged to plant more shrubs and trees, vegetables and flower gardens.

There are many simple ways people can help.

Photos by Susan Varney

Shredding on Site, on Armory Road in Waterville.

COMPOSTING

Once a person gets into the rhythm of recycling, it become a natural part of life. A large percentage, by weight, of the solid waste stream is organics from leaves, yard and garden waste and food scrapes. If a person has a garden, it makes sense to compost vegetative matter in a compost pile to be used for plants and garden beds to improve soil quality. Adding organic matter aids water retention, raises nutrient level and microbial ecology. Some towns, such as Waterville, participate in composting yard waste spring and fall. Check with the Waterville Parks and Recreation, 6 Wentworth Court, 680-4749, for information about times, dates and material accepted.

REUSE/REPURPOSE

Some items, such as glass jars, can be cleaned and reused for storing herbs, spices, tea, coffee, nuts, seeds, flour, sugar, beans and rice. Buying in bulk and storing in glass containers keeps the pests out and cooks can see at a glance what and how much there is on hand.

Or, be creative and make art with broken ceramics, electronic devices, fabric and furniture. Use tin cans and old silverware for a mobile, or make a collage of old record covers and magazine photos. Paint signs on pieces of old decking, or build garden beds. Carpet can be used on pathways in the garden to keep weeds in check; covered with pine needles it looks like a natural walk. Make afghans with those bits of yarn left from other projects, or create crazy quilts with left over fabric. Make little drawstring pouches for storing small items, sachets, potpourris or gift giving.

Reuse Styrofoam containers for starting seedlings in the spring for a garden. Just punch some holes in the bottom to let excess water out and use the larger, shallow Styrofoam tray containers as saucers for the seedling containers. They last year after year after year.

Neighbors also save their toilet paper tubes and paper towel tubes to use as collars for seedlings when planting a garden. It deters cut worms, slugs and squirrels. It remains a mystery to find something that keeps the neighborhood cats out of the beds.

Don't forget places such as Goodwill and the Salvation Army stores for used clothing, household goods and electronics.

RETURNABLES

All those bottles and cans on which a deposit was paid can be returned to a redemption center for cash, or donate them to a good cause such as puppy treats at the Clinton recycle center.

RESALE

Yard sales, Uncle Henry's catalog, Amazon, E-Bay, newspaper ads are all good places to sell those items that people no longer have space or use for. Some secondhand clothing stores will buy unwanted clothing if it is up to date or vintage and in good condition.

That's the easy stuff. Some towns make it easy to recycle bottles, cans, paper, cardboard, magazines and plastic. Clinton has a single stream recycling that is simple and easy. All of the above mentioned goes into one 40-yard open top container that gets replaced weekly; it holds five to six tons of packed recyclables. Other towns require sorting into dumpsters for each item taken.

RECYCLE

"Ninety-nine percent of our trash can be recycled," said Craig LeFebvre, Sidney, owner of Shredding On Site, Armory Road in Waterville. The economics are based on volume and the volume isn't always there. When asked about plastic bags, LeFebvre said they can be recycled but it takes a lot to fill up a truck, making it difficult to spare the space and make it feasible while it collects.

Colby College is one of the biggest contributors to Shredding on Site, he said. And Hutamaki uses recycled newspapers in its production of plates. Sappi uses Wet Lap, a mush of paper first trucked to Auburn Fiber where it is de-inked, bleached and mashed to a grade they can use in its recipe of hardwood, softwood and Wet Lap. Shredding on Site also stores medical records, retrieving and delivering them when needed. It also copies files to CDs.

Other big contributors include Thompson's VW, Eagle Rental, Sunset Nursing Home, Drapeau Appliances, Waterville Fire Department, Parks and Recreation, the soup kitchen and the food pantry in Waterville.

Gerald Howard, director of Clinton-Benton Transfer and Recycle Station, said a few businesses in town use the facility, including Jay Galusha, Clinton Redemption, Cooper Weymouth, APC and FEDCO. Open Wednesday through Saturday, the business had steady traffic from residents during one Saturday morning visit. The single stream system allows for 30-50 percent more recyclables, according to the figures in the books at the center.

The City of Waterville has a Pay-As-You-Throw (PAYT) system, requiring special trash bags available for purchase at most grocery stores. There are two bag sizes — large (30 gallon) and small (15 gallon).

More RECYCLE, **PAGE 17**

"Ninety-nine percent of our trash can be recycled."

CRAIG LEFEBVRE, SIDNEY, OWNER OF SHREDDING ON SITE, ARMORY ROAD IN WATERVILLE

Recycle

CONTINUED FROM PAGE 16

Rubbish is collected on the regular trash day. Trash not placed in the City of Waterville's pay-as-you-throw trash bags will not be collected. Residents who don't want to participate can opt to contract with private haulers for their trash removal.

WasteZero provides the specialized bags to local stores. Sullivan's Waste Disposal will pick up recyclables on the first and third weeks of the month and transport them to ecomaine, at *www.ecomaine.org 773-1738*, will process the recyclable materials, according to the website at *www.waterville-me.gov*

Fairfield has a Pay-per-Bag trash system. Residents purchase their trash tickets for $1.50 per bag for a 30-pound bag at the town office at 453-7911. After purchase, the customer brings garbage to Pine Tree Waste on Airport Road, Waterville. Individuals and businesses can contract with a variety of haulers.

Randall Gray has an active recycling program at Skowhegan Recycling and Transfer, 29 Transfer Station Drive, 474-6918 or 4744-6904.

Certain items, such as hazardous waste, medications, mattresses, furniture, chemicals, fuel, compact fluorescent lights (CFLs), any fluorescent lights, Mercury (any amount), oxygen tanks, propane tanks, pesticides, paint thinner, anti-freeze, batteries, ammunition, TVs, construction materials, etc. cannot be disposed of in the regular trash or through curbside recycling. Call the town office for more information or, see E-Waste and Mercury-Added Products: State website: *www.maine.gov/dep/waste/ewaste/index.html*

Every community has resources to help recycle the things residents no longer want or have a use for , including what and where to recycle, curbside pick-up, large item disposal, electronics, old medicine and hazardous wastes. Residents should call their town office or go online to the town's website for more information. The DEP offers technical and education assistance to residents, municipalities, schools and businesses at *www.maine.gov/dep*.

RECYCLING RESOURCES:

Recycling can be a bit overwhelming. Start where you are at and do what you can. As you learn more do more, it all helps. Here are some resources to help:

Recycle rechargeable batteries and cell phones: Home Depot, K-Mart, Staples, Waterville. Yankee Communications, Benton. Town of Skowhegan Transfer Station. You call also call your local town office. Or visit *www.call2recycle.org* and enter your zip code for more information.

Goodwill offers a residential computer recycling program at 10 Concourse West, Waterville, ME 04901, 877-0673 and 5 Senator Way, Augusta, ME 04330, 623-1774.

Agway True value, 30 Garland Road, Winslow, 872-7039
Skowhegan True Value, 398 Main St. Skowhegan 474-2566
Fluorescent lamps, residential mercury thermostats

Aubuchon Hardware, 485 KMD, Waterville, 873-3800
Aubuchon Hardware, 9 Commercial St. Skowhegan 474-9489
Aubuchon Hardware, 10 Bangor St. Augusta
Fluorescent lamps, residential mercury thermostats

Blake Family Hardware, 46 Main St. Oakland, 465-2576
Fluorescent lamps, residential mercury thermostats

Farmington Recycling Facility, 179 Dump Road, Farmington 778-3525

Support the environmentally and economically sustainable management of resources. DEP's Sustainability Division prioritizes reducing, reusing and recycling — and puts land filling last.

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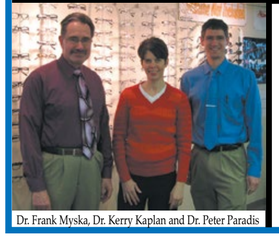

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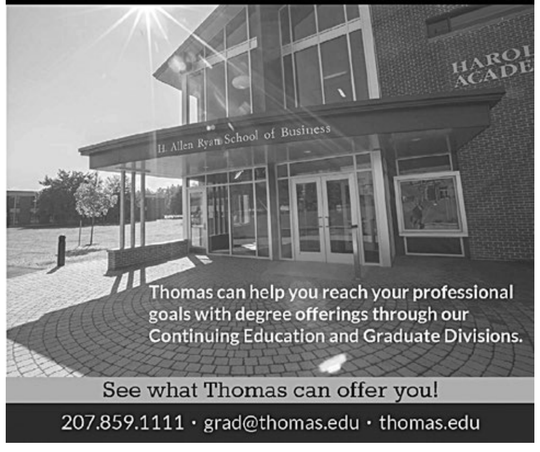

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Skowhegan Area Chamber of Commerce wraps up busy year

New chamber discount cards just in time for the holiday season

BY SUSAN VARNEY
Correspondent

Skowhegan Area Chamber of Commerce serves the big geographic area of Skowhegan, Madison, Anson, Norridgewock, Canaan, Cornville, Smithfield, Mercer, Embden, Solon and Athens.

Many of the towns are bedroom communities of Skowhegan and enjoy the many events put on by the directors and Cory King, executive director of the Chamber.

The Skowhegan Area Chamber of Commerce is rolling out a new and improved Chamber Advantage Card program before the holidays.

"This program is for chamber members who give a discount to those in the program; they receive a card for every one of their employees to be used at all of the other businesses that are giving discounts in the program," King said. "It's a three-prong program, which is a

More SKOWHEGAN, **PAGE 19**

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Skowhegan

CONTINUED FROM PAGE 18

sales booster, a shop local program and an employee appreciation program."

The Chamber will be creating a new visitor's guest guide this winter with additional content for the current publication and opportunities for advertising for local businesses. The guide will have more pages with much more content and a print run that should last two to three years.

Also, look for an updated 2016 Chamber Blue Options program planned for the winter. This is the program that helps get health insurance for small businesses with two to 50 employees and sole proprietorships. Look for updates closer to the beginning of the new year.

Don't forget to look for the Bernard Langlais sculptures throughout the town. And check out the newly restored Skowhegan Indian, the 62 foot statue by Langlais in Langlais Park in downtown Skowhegan.

For more information visit *www.skowheganchamber.com* or call 474-3621, 1-888-772-4392.

Photos by Susan Varney

Traffic in downtown Skowhegan. Skowhegan has a diversity of shops including bakery, crafts, restaurants, jewelry, artists and insurance.

Looking for the perfect gift?
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Kennebec Valley Chamber of Commerce
New Address on December 1, 2015
269 Western Avenue, Augusta
623-4559
KennebecValleyChamber.com
For a current list of businesses accepting Chamber gift certificates, please visit our websites.
Mid-Maine Chamber of Commerce
50 Elm Street, Waterville
873-3315
MidMaineChamber.com

Computer problems often require the help of a pro

Experts can be found in Waterville, Fairfield, Augusta

BY TERRI HIBBARD
Correspondent

If you're going to use a computer, sooner or later, you're going to need help.

Maybe you need a new computer but don't know what to buy. Or maybe you're nervous about virus infections or hackers who demand ransom — and you should be nervous about those things — and don't know how to protect your important stuff.

Then there are those Omigod! I just deleted that 70-page report that took two weeks to compile occasions.

Whatever it is you need, it's good to know someone nearby who is knowledgeable and ready to help.

Joe Rossignol who owns Phoenix Computers in Waterville, *phoenixcomputers.com*, has been in business for 19 years.

"We've outlived a whole lot of others," he said.

Rossignol and his three full-time employees primarily build and service business systems, but also work with individuals. Phoenix Computers doesn't try to compete with big box stores, he said.

"What we figured out early on was that the PC market was changing so fast, there was no real money to be made in hardware sales, so we concentrated on service."

He compares selling and servicing computers to "a doctor doing an operation as the patient keeps changing and the tools keep changing." A person has to focus on one aspect of the business and do it well, he said.

Phoenix sets up servers, networks and possibly remote access with an emphasis on making all systems as secure as possible.

For those Omigod! situations, "We often can remote in," but if not, "you just drop what you're doing and go," he said.

Choosing which computer or system a business needs is a matter of figuring out what it will be used for, Rossignol said. If the need is for a lot of memory (RAM) and a lot of speed in order to handle many needs and customers, that machine or system will be different from one that Mom needs to shop online and send emails.

But no matter the computer, good protection from viruses and ransom hackers is a must. Anyone can be a victim at any minute, he said. Ransom hackers have even tried to hack Phoenix computers multiple times — but were blocked.

> **"What we figured out early on was that the PC market was changing so fast, there was no real money to be made in hardware sales so we concentrated on service."**
>
> **JOE ROSSIGNOL, OWNER, PHOENIX COMPUTERS**

Terri Hibbard photo
Joe Rossignol, owner of Phoenix Computers in Waterville, often likes to use a whiteboard to explain the inner workings of computer systems.

Because the dangers and programs change all the time, "We recommend what's working best. Right now it's AVAST and AVG," he said.

Scott McGowan of Virtual Dimensions, *watervillecomputercare.com*, in Fairfield said it is possible to get a virus in any computer.

"The idea that a MAC doesn't get viruses isn't true. They do get viruses but the difference is they don't affect the operating system," McGowan said. "It's still scary."

Of all the protective software on the market, he recommends Kaspersky, a Russian product.

"Some people are a little nervous about it because it's Russian, but we haven't seen any problems with it and we've seen plenty of problems in computers using Norton and McAfee," he said.

The very best protection from viruses, ransom hackers and, or computer meltdowns, according to both Rossignol and McGowan, is backing up the things you want to keep. Every day. Store the data on an external hard drive, a thumb drive, a disc or with a program such as Carbonite.

Computer and smartphone users should also be cautious about downloading any of the thousands of the free apps available, McGowan said. Some of them have the ability to track everything you do on a computer and sell that information to others, either for sales purposes or more sinister operations.

McGowan recommends carefully reading all that fine print before downloading anything.

Virtual Dimensions began business in Waterville in 1994 selling and servicing computers and gaming systems.

Now the concentration is on sales of computer hardware and software as well as repairs, upgrading and trouble shooting. The business works on cell phones, iPads, printers and game consoles as well as computers either at

More COMPUTERS, **PAGE 21**

Computers

CONTINUED FROM PAGE 20

their Main Street location or on-site.

Building a relationship with a local computer service is a smart thing to do, said McGowan, because it's important to trust the person who is going to be poking around in your machine.

"A PC is a personal computer, you have personal stuff on it," he said.

At Capitol Computers in Augusta the emphasis is on business systems.

According to the website, *capcom.com*, "Capitol Computers serves customers from Kittery to Fort Kent. There are many reasons why companies choose to partner with Capitol Computers, including our access to best-in-class technology and the strength of our people and support structure. . . we provide in house diagnostics and repair, remote support and 24/7 preventative monitoring."

"We don't have a retail store," said Kayla Albert who is in charge of the service desk. Their niche is buying, setting up and servicing systems for businesses of all sizes.

"We go in and find out what exactly they will need to run that business efficiently," she said. "That can include machines, servers, desktop printers, surveillance cameras, cables and security options."

The business also offers computer training courses in more than 30 software and system programs.

For individuals, Capitol Computers will check out a computer for a $50 diagnostic fee and repair it or add memory if that will serve the needs of the customer.

"We try to help the customer get the most life out of a computer. New is not always better," Albert said.

Terri Hibbard photo
At Virtual Dimensions in Fairfield, owner Scott McGowan shows a custom-built computer for a customer who wants faster computer processes and great gaming capabilities.

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Corporate Staff

Central Maine Medical Center provides a broad range of options

Medical and surgical diversity meets patients' needs

BY NANCY GALLAGHER
Correspondent

With more than 30 medical and surgical specialties available, a partial listing of what Lewiston's Central Maine Medical Center (CMMC) offers includes sophisticated open heart surgery, a fully accredited bariatric surgery program, a breast care center, three endocrinologists, cancer care, leading edge cardiovascular surgery and pediatric cardiology, according to Communications Director Randall Dustin.

The Central Maine Heart and Vascular Institute, which worked with Central Maine Medical Center's Emergency Department to create Maine's first accredited Chest Pain Center, received the Society of Thoracic Surgeons' highest rating for the quality of its surgery program in 2013.

CMMC's cancer program, in addition to radiation therapy and a robust surgical program, provides a dedicated infusion center for chemotherapy patients.

The Patrick Dempsey Center for Cancer Hope and Healing is both a department of CMMC and a resource for anyone receiving cancer treatment anywhere, according to The Dempsey Center Assistant Director Mary Dempsey. Its support, education and wellness services are available free of charge. The toll-free cancer assistance line is 1-888-336-7287.

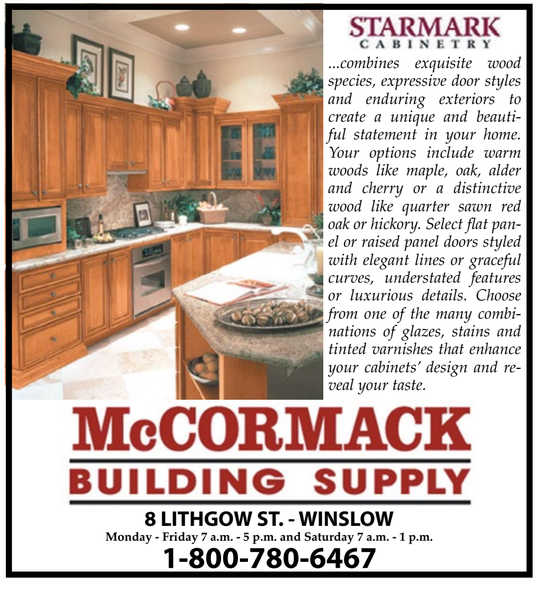
The Central Maine Endocrinology and Diabetes Center includes nutrition services and frequent educational programs that are also open to the public. "Diabetes is a national epidemic," Dustin said.

CMMC's Infectious Diseases Program, in addition to treating patients with HIV, hepatitis and other infectious diseases, offers a special clinic for travelers. This clinic can provide vaccines and travel medications as well as education regarding how to remain healthy while traveling. The providers prefer to see patients six weeks prior to planned travel, said clinic nurse Darryl Prue. To make an appointment, call (207) 795-2729. Prue suggests an advance call to one's insurance company to determine what is or is not covered.

The Central Maine Orthopaedic Institute, a joint venture with an independent orthopaedic surgeons' group, dedicates a nursing floor largely to the services facilitating the optimum recovery of joint replacement surgical patients.

LifeFlight of Maine's southern base at CMMC serves the hospital's Trauma Center. Surgeons with vast experience, including two neurosurgeons, are part of the Trauma Team, Dustin said.

Central Maine Medical Center is located at 300 Main Street, Lewiston, Maine 04240. The telephone number is (207) 795-0111; website is *www.cmmc.org*. CMMC is also on Facebook, Twitter and YouTube.



Contributed photo
LifeFlight of Maine's southern base at CMMC serves the hospital's Trauma Center. Surgeons with vast experience, including two neurosurgeons, are part of the Trauma Team, Dustin said.

Central Maine Growth Council hires economic development specialist

Garvan Donegan puts Maine's workforce at the center of his mission

BY NANCY GALLAGHER
Correspondent

Dorothy might have been onto something. Following a national competitive search, the board of directors of the Central Maine Growth Council hired Maine resident Garvan D. Donegan as its new economic development specialist.

Prior to accepting this position, Donegan was a paid public policy research fellow at the Maine Philanthropy Center in Portland, in conjunction with a Master's program in Community Planning and Development (MCPD) at the University of Maine's Muskie School of Public Service.

Donegan said his deep belief and commitment to public service triggered his application for this Central Maine Growth Council position.

"The Growth Council ... is a public/private economic development corporation doing a lot of good work for the area municipalities in city planning, economic development and public policy — all areas where I've put a lot of time, energy and care," Donegan said.

Public stakeholders include Waterville, Winslow and Fairfield. An additional 60-plus private stakeholders round out the Growth Council's investors.

On behalf of the public stakeholders, Donegan's current efforts include community development block grants and community and public finance, downtown revitalization projects, city and urban planning and public policy. Specific examples include a Head of Falls waterfront project in Waterville; Fairfield street-scaping grants and trails work and, in Winslow, assistance with its adoption of the state's first-ever, utility-scale solar ordinance. The goal is that the ordinance will enable Winslow to realize the largest solar farm in Maine, Donegan said.

> "...if I ever go looking for my heart's desire again, I won't look any further than my own backyard."
>
> DOROTHY, "WIZARD OF OZ"

"One of our largest components to our economic development strategy is workforce development projects," he said. "It's one of the greatest challenges for this area."

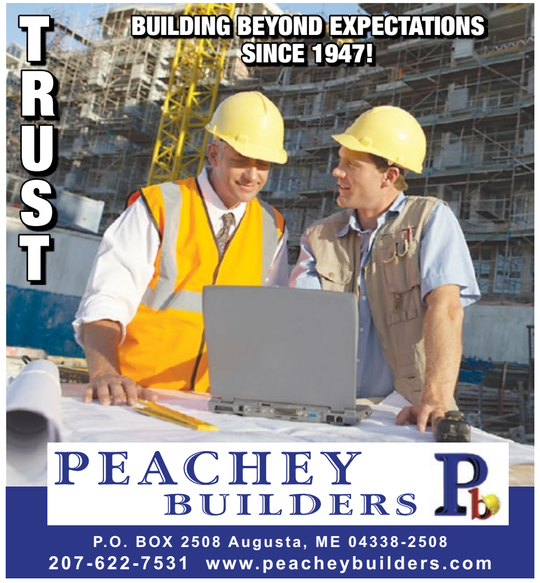
Regional social demographic challenges that include an aging, declining population mean a less robust labor force, according to Donegan.

"This is a challenge both for retaining businesses and attracting businesses," he said. Donegan forecasts that in the next few years "workforce development" will be on the tip of every tongue. That conversation is already happening with every business he talks to, he said. "Workforce development is, and must be, a key ingredient in the broader economic development strategy for the region.

"We need not only to train students for today's work, but for the jobs of tomorrow," he said. "This will be key to attracting new businesses and keeping existing businesses competitive in both a local and a global economy."

The Growth Council, as a component of its development strategy, recently developed a Mid-Maine Workforce Development Task Team in the function and form of a blue ribbon commission, in its effort to get industry experts around a table, and then get identified projects and plans into action, according to Donegan.

More CMGC, **PAGE 25**



CMGC

CONTINUED FROM PAGE 24

Rather than wait for the state to act, the Growth Council has chosen an entrepreneurial approach with a financing component that utilizes community and public financing tools and Maine's philanthropic network, while working closely with state and federal partners.

Donegan is pleased with the results of this collaboration and teamwork with the Department of Labor and with the Department of Economic and Community Development. The Task Team's draft mission is: "Through a highly collaborative and entrepreneurial approach, the Task Team seeks to advance peak educational learning and connect mid-Maine's regional residents to workforce resources."

Career centers, libraries, educators, other economic development cohorts, municipal governments and nonprofit organizations are coming together to address this critical economic development component.

Through the local Foreign Trade Zone (FTZ) the Growth Council continues its efforts to decrease overall costs, increase supply chain pace and supply potential FTZ users with a more cost-effective, competitive structure that will keep manufacturers in Maine and attract new imports and exports, according to Donegan.

"Foreign Trade Zone is an example of our thinking globally and acting regionally," he said.

"I believe the region is poised to see good economic development growth despite some of the social demographic challenges."

For more information, contact the Central Maine Growth Council at 680-7300, via email at *gdonegan@centralmaine.org*, or on his website at *www.centralmaine.org*. Office hours are 9 a.m. to 5 p.m. Monday through Friday at 50 Elm Street, Waterville, Maine 04901 in the offices of the Mid-Maine Chamber of Commerce.

> "We need not only to train students for today's work, but for the jobs of tomorrow. This will be key to attracting new businesses and keeping existing businesses competitive in both a local and a global economy."
>
> GARVAN D. DONEGAN, ECONOMIC DEVELOPMENT SPECIALIST, CENTRAL MAINE GROWTH COUNCIL

RFGH is committed to improving the health of area residents

Fitness center, rehab services help meet that goal

BY VALERIE TUCKER
Correspondent

Photo contributed

Somerset Sports & Fitness, located at 6 Commerce Drive off U.S. Route 201 in Skowhegan, recently added new exercise equipment and workout areas. The certified instructors offer more than 30 different classes for all levels of experience, seven days a week. Class offerings include new and popular group workouts such as yoga, step aerobics, cycling and spinning classes, Insanity, Pump!, Fit For Life, Zumba, Battle Ropes, and step and resistance training.

Redington-Fairview General Hospital (RFGH)is committed to improving the overall health and wellness of the people in Somerset County.

One of the cornerstones of good health is physical fitness — regular exercise helps to maintain good health. The hospital, which is located in Skowhegan, has been working to remove the barriers that prevent people from exercising regularly. This includes providing year-round exercise classes and facilities to work out in, publishing locations where indoor walking opportunities exist during winter time, and sponsoring local programs to promote physical activity with children.

As part of that work, RFGH affiliated with Somerset Sports & Fitness to ensure the people of this rural community have access to fitness opportunities. The full-service fitness center is staffed by licensed fitness instructors and expert personal trainers who are available to support individuals of any age and fitness ability. As part of the membership, personal trainers work one-on-one with members to set specific and realistic goals and build toward a lifelong fitness plan.

"We strive to provide a non-intimidating atmosphere for everyone," said the center's operations manager Kelly Coughlin. "We are constantly upgrading and listening to our members' suggestions."

Somerset Sports & Fitness recently added new exercise equipment and workout areas, and provides more than 30 different classes for all levels of experience, seven days a week. Class offerings include new and popular group workouts such as yoga, step aerobics, cycling and spinning classes, Insanity, Pump!, Fit For Life, Zumba, Battle Ropes, and step and resistance training.

Coughlin and her staff understand the roadblocks people face when trying to start a new exercise plan. Although many individuals may have once exercised regularly, busy daily lives often sideline fitness routines. Beginners might worry that they won't understand or be able to keep up with others.

According to Coughlin, taking the first step can be the hardest of all.

"Setting a few specific and realistic goals are the most important parts in any plan to make health changes," Coughlin said. "Simply deciding to increase exercise gives the individual

More RFGH, **PAGE 27**

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"Setting a few specific and realistic goals are the most important parts in any plan to make health changes."
SOMERSET SPORTS & FITNESS OPERATIONS MANAGER KELLY COUGHLIN.

RFGH

CONTINUED FROM PAGE 26

more direction and personal accountability. Maybe running a marathon is out of the question, but walking a block and back every day is doable."

RFGH also offers exercise opportunities at its Rehab & Fitness Services facility. Home to two aquatic therapy pools, the facility offers both land-based and aquatics-based exercise classes during the week, hosts local school swim team practices and offers swim lessons. This department also provides athletic training and rehabilitation to local school sports teams.

"Aquatic exercise can be beneficial for people at any age and any ability," said aquatics director, Erin Gray."Water's buoyancy supports a portion of the body's weight, which makes it easier to move and improves flexibility."

According to Gray, water also provides gentle, even and sustained resistance to movement, which helps muscles to become stronger. Pool exercises also can increase a person's overall agility, balance and cardiovascular health. People who have had joint replacements, or have arthritis, fibromyalgia, back pain or neurological conditions also benefit from water exercise programs. The pool also can feel a little safer for people who have balance problems.

"Physical fitness, along with good nutrition, other healthy lifestyle habits and regular preventative screenings are the keys to maintaining good health," said RFGH health educator Jim Fortunato. "Making sure the people in our community have access to fitness opportunities is one step toward our goal of a healthy community."

For information about aquatics at Rehab & Fitness, visit the hospital website, *www.rfgh.net*, or stop by for a tour of the facilities. Somerset Sports & Fitness is located at 6 Commerce Drive off U.S. Route 201 and the Rehab & Fitness pool is located at 57 Fairview Avenue across from hospital, both in Skowhegan.

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Member FDIC

MaineGeneral's rehab kitchen helps patients return home

Program builds confidence, improves mobility

BY JOHN D. BEGIN
MaineGeneral communications specialist
Special to the Business Journal

Pam Theriault was always a very independent person who worked two jobs and lived an active life — until her medical conditions and long hospitalizations changed all that.

When the Farmingdale resident arrived at the inpatient physical rehabilitation unit at MaineGeneral's Alfond Center for Health (ACH) following five weeks in a Portland hospital, she lacked the strength and stamina to stand, walk or be physically active.

On a recent Tuesday morning, Theriault was back in the kitchen doing something she enjoys — preparing a breakfast of scrambled eggs, bacon and toast. The kitchen wasn't hers, however, and she wasn't alone.

With guidance and support from certified occupational therapy assistant Carmen Bernhardt, Theriault was receiving therapy in a hospital-based rehab kitchen at the ACH that helps prepare individuals for their return home following an extended hospital stay.

Cass Redwine, manager of the ACH's physical rehabilitation unit, said the kitchen, an outdoor rehabilitation garden area and a laundry room are part of a comprehensive program that provides physical, occupational and speech therapy services to individuals recovering from such things as stroke, brain injuries, joint replacement surgery and other conditions or illnesses.

In addition to helping patients regain strength, mobility and stamina, the program helps them reclaim the confidence they need to safely return to activities that once were part of their daily lives, Redwine said.

"When patients are at rehab, we want them to practice everything they're going to do at home, because they have people who can help them and make recommendations to keep them as safe as possible," she said.

Therapy in the rehab kitchen is a perfect example of that, she said. While patients may have cooked for years, the familiar may now be unfamiliar because of physical limitations or equipment impediments such as walkers, wheelchairs or other devices.

"We look at physical mobility, but also the cognitive aspect. If patients are having problems with memory, attention or concentration, we're going to assess if they're safe with the stove, or how they cut things," she said. "Sometimes, in the middle of the meal-prep activity, we'll present the patient with scenarios, such as bacon grease catching fire, to see what his or her reaction and thought process will be."

Exercises vary in complexity, from preparing a sandwich — the "peanut butter and jelly assessment" for patients recovering from brain injury — to a multi-course meal.

"Sometimes we can even incorporate a trip to the grocery store — where we can assess money management, how the patient does with cognition in a more distracting environment and planning and buying items on a shopping list," she said.

In her recent session with Pam Theriault, Bernhardt offered many practical tips about how to do familiar tasks a new way.

"We work with our patients on problem solving," Bernhardt said. "This exercise is not about teaching Pam how to cook. It's about teaching her how to be resourceful and safe in the kitchen. Part of the exercise also gives patients an appreciation for how much energy they use just to cook an egg and a simple breakfast."

Bernhardt said activities such as meal prep, doing laundry and outdoor gardening are incorporated into a patient's therapy program after he or she has mastered personal care tasks, such as toileting, bathing and dressing.

Theriault said she was thrilled when Bernhardt asked her if she would like to participate in the meal-prep exercise and share her experience of returning to the kitchen "with an audience."

The effort is another sign of the progress she's made in her recovery and another step toward returning home.

"I'll probably never work again because of my medical issues, but I'd like to get around the house, do laundry, sit on my electric scooter and vacuum, things like that," Theriault said. "The staff here is the best. They've encouraged me to be active and I feel confident that I can go home and take care of what I need to."

"When patients are at rehab, we want them to practice everything they're going to do at home, because they have people who can help them and make recommendations to keep them as safe as possible."

CASS REDWINE, MANAGER OF THE PHYSICAL REHABILITATION UNIT, MAINEGENERAL ALFOND CENTER FOR HEALTH

Contributed photo
Farmingdale resident Pam Theriault adds milk to a scrambled egg mix under the watchful eye of Carmen Bernhardt, a certified occupational therapy assistant, in the rehabilitation kitchen at MaineGeneral's Alfond Center for Health in Augusta.

To learn more, visit *www.mainegeneral.org/Physical_Rehab_Unit* or call 248-0000.

John D. Begin is a communications specialist in MaineGeneral's Office of Marketing and Communications.

Going Paperless: How to make sure less is really less

Finding solutions to the growing paper pile

BY NANCY GALLAGHER
Correspondent

Bridging the gap between thinking about going paperless and successfully deploying the appropriate document management system requires observation, analysis, expertise and investment. As needs vary from business to business, so do solutions.

Scott MacDonald, president and owner of Maine Technology Group in Winslow, said he created his firm because he realized that companies in Maine, and especially in central Maine, had not really been able to tackle the paperless concept very well.

He realized a need for not only the software, but also a plan on how to implement it — two different and distinct things, MacDonald said.

As the paperless concept gains momentum in central Maine, MacDonald's main concern is not just that businesses want it, but how to get them there.

"Thinking about it and getting it done are two very different things," MacDonald said. "Software is not the solution; software is only the tool. How you use the tool and other tools is the solution."

Potential users of paperless technology generally fit within one of three stages: they have disappointing results with a first effort, are stuck in a fact-finding discovery phase, or fear implementation. MacDonald's strategy varies accordingly.

In the first instance, the Maine Technology Group goal has been to study and understand the company's workflow within its business process, determine its end goal, and then find a solution. The solution might be an off-the-shelf product, or it might need a custom design to fit that specific business process.

In the second instance, the solution lies in whether the company is prepared to undertake both a back file conversion plan to determine how far back a company's records must be scanned and electronically stored, and a day-forward plan that implements the new paperless system as of a specific date. Minimizing unnecessary "this is the way we've always done it" steps will be critical in this effort, he said.

In the third stage, the mindset of the business owner is "it's working OK, I don't need to invest money in a product I don't understand, and I have employees that I'm sure won't understand," MacDonald said.

Understanding the risk associated with not having good backups can be a persuasive tool in moving to a paperless model, according to MacDonald. In addition to unsecured computer systems, fire and flood damage may prevent paper files from being accessed. MacDonald educates customers to view managing cost and risk for protecting company records with much the same attitude as they purchase insurance — they may never need it, but they're protected against the day they do.

MacDonald said he firmly believes that "organizations are already paying for the cost of going paperless, but they're paying for it in different ways," such as non-productive employee time, business processes and lost revenue. It's just in a different column on the profit and loss statement, he said. With a truly integrated document management system, MacDonald believes a business will cut from 30 to 70 percent of its third highest business expense following facilities and payroll expense: a manual paper process.

The Maine Technology Group at 120 Augusta Road, Winslow is open 8 a.m. to 5 p.m. Monday through Friday, in addition to a 24/7 Managed IT Services for its clients. For more information, telephone (207) 692-0955, email MacDonald at *scott@mainetechgroup.com*, or consult the website at *www.mainetechgroup.com*.

At Transco Business Technologies in Augusta, going paperless usually begins with a meeting with Vice President of Sales David Palmer, who then works with solutions specialists for the implementation plan.

"When a company is making a decision to go paperless, it's very important that they have a workflow assessment completed," Palmer said. "Sometimes trying to go paperless actually causes more paper." Take email for example, he said. Email begins as a paperless workflow process. "How many people actually print out that email?" Palmer asked.

Transco's 360 Assessment process begins with understanding a business's culture and workflow. Inventorying equipment, analyzing its usage and capturing the total cost of that workflow over a 30-day work cycle comes next. Doing a walk-through may actually uncover reasons to retain some current manual printing. For example, removing printers from individual school classrooms as a cost-saving measure would result in students being left unattended while teachers left to print classroom materials in a communal space.

"Thinking about it and getting it done are two very different things. Software is not the solution; software is only the tool. How you use the tool and other tools is the solution."

SCOTT MACDONALD, PRESIDENT, OWNER OF MAINE TECHNOLOGY GROUP

Another element is understanding a document's lifecycle, from creation to distribution and archiving to destruction.

Upon completion of this assessment and gaining an understanding of a business's workflow, a conversation about the best avenues for going paperless begins with the business decision maker.

Palmer describes a digital solution that Transco Business Technologies often recommends. It enables multiple users with unique passwords to work on a document.

Management controls document security and can define how that document is archived, how it's retrieved, how it's printed and who has access to these features. The program's disaster recovery benefit eliminates worries about loss of paper records due to fire or flood. And going paperless reduces the need for floor and storage space.

Even fax users can go paperless by having their multifunctional device send incoming faxes to an electronic mailbox for review and processing.

And then there's the cloud. According to Wikipedia: "Cloud computing and storage solutions provide users and enterprises with various capabilities to store and process their data in third-party data centers."

This can eliminate maintenance expense.

"A lot of businesses are moving into a cloud-based solution so they don't have to maintain the server and can reduce on-site IT service expense," Palmer said. "It's very easy to think you're going to go paperless and then you actually end up generating more paper. That's why you've got to speak to a consultant."

Transco Business Technologies at 34 Leighton Road, Augusta, Maine 04330 is open from 8 a.m. to 5 p.m. Monday through Friday. For more information, contact David Palmer at 622-6251, by email at *dpalmer@transcobusiness.com*, or via the company website at *www.transcobusiness.com*.

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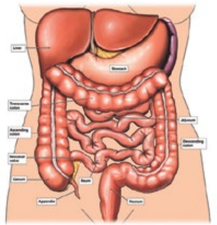

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- **Contact Information:** GM Store: 420 Kennedy Memorial Drive (207) 872-5591
- Chrysler Store: 300 KMD (207) 872-9211
- Toyota Store: 15 Airport Rd. (207) 872-5444 Waterville, ME 04901
- **Email:** info@cmautogroup.net
- **Web:** www.cmautogroup.com
- **Chief Executive:** Charles R. Gaunce
- **Founded:** 1935
- **Employees:** 178
- **Annual Payroll:** $6,500,000
- **Hours:** Mon.-Fri 8 a.m.-7 p.m. Sat. 8 a.m.-5 p.m.

• **About Us:** Automobile sales and service. Chrysler, Dodge, Jeep, Ram, Chevy, Buick, Toyota and Scion. 5 locations, new and used car, truck sales; three service depts., three parts departments, one body shop., reconditioning center and rental department.

DURATHERM WINDOW CORPORATION

- **Contact Information:** 720 Main Street Vassalboro, ME 04989
- **Phone:** (207) 872-5558 (800) 996-5558
- **Email:** info@durathermwindow.com info@yorkspiralstair.com
- **Web:** www.durathermwindow.com www.yorkspiralstair.com
- **Chief Executive:** Timothy P. Downing
- **Founded:** 1979
- **Employees:** 74
- **Annual Payroll:** $2,500,000
- **Hours:** Mon.-Fri. 8 a.m.-4:30 p.m.

• **About Us:** Custom wood windows and doors, wood spiral stairs, and clean burning fuel from the company's reclaimed/recycled wood waste. Manufacturer and distributor of custom wood windows and doors. Also manufactures and markets York Spiral Stairs, a line of wood spiral stairs with no center post, as well as the Dura-Brique, a clean burning wood briquette for wood stoves, furnaces and fireplaces.

BAR HARBOR BANK & TRUST

- **Contact Information:** 227 Water Street Augusta, ME (207) 622-0038
- 368 Route 3 South China, ME (207) 445-4865
- **Web:** www.BHBT.com
- **Contact:** James Lacasse VP/Business Banking
- **Founded:** 1887
- **Employees:** 223
- **Hours:** Augusta: Mon.-Fri. 8:30 a.m. to 4 p.m. So. China: Mon.-Thurs. 7:30 a.m.-4 p.m. Open until 5:30 p.m. on Friday Saturday 9 a.m.-12 noon

• **About Us:** Make Bar Harbor Bank & Trust your bank and lender of choice! For over 125 years we have been providing financial solutions to businesses in Maine, helping them grow and succeed! Bar Harbor Bank & Trust is local, listening and lending to businesses in Kennebec County. Named one of the 2015 Top 200 Publicly Traded Community Banks in the Nation by *American Banker* magazine. Visit us today, or go online to BHBT.com. Bank with one of the 2014 Best Places to Work in Maine. Member FDIC. What's on your horizon?

CENTRAL MAINE MEDICAL CENTER

- **Contact Information:** 300 Main Street Lewiston, ME 04240
- **Phone:** (207) 795-0111
- **Web:** www.cmmc.org
- **Chief Executive:** Tina Legere
- **Founded:** 1891
- **Employees:** 2,100

• **About Us:** Our services include: • Cardiac surgery, angioplasty and electrophysiology program • Minimally-invasive vascular surgery • Orthopaedic Institute of Central Maine • Bariatric surgery • Special Deliver Family Birthing Center and Neonatal Intermediate Care Unit • Medical oncology, radiation therapy and cancer surgery • Inpatient rehabilitation • Trauma program and LifeRight of Maine Base • Diabetes care • Numerous surgical and medical sub-specialties

DELTA AMBULANCE

- **Contact Information:** 29 Chase Avenue Waterville, ME (207) 861-4244
- 10 Cony Road 122 Medical Center Parkway Augusta, ME (207) 623-4900
- **Email:** info@deltaambulance.org
- **Web:** www.deltaambulance.org
- **Chief Executive:** Timothy A. Beals, MBA, EMTP
- **Founded:** 1972
- **Employees:** 140
- **Hours:** 24 hours a day, 7 days a week.

• **About Us:** Delta Ambulance is the leading provider of high quality, compassionate emergency services, and non-emergency medical transportation in central Maine, as well as an important regional resource for emergency care, health and safety education and a strong supporter of the community. Winner: Margaret Chase Smith Maine State Quality Award - 2000; Kennebec Valley Chamber of Commerce President's Award - 2010; Department of Defense/ESGR Pro Patria Award - 2011; MidMaine Chamber of Commerce - Business of the Year Award - 2012.

EVERGREEN DENTAL, LLC

- **Contact Information:** 281 Western Avenue Augusta, Maine 04330
- **Phone:** (207) 622-0861
- **Web:** www.evergreendental.net
- **Chief Executive:** Heather S. Harper, D.D.S. Peter R. Shumway, D.M.D.
- **Founded:** 1977
- **Employees:** 26
- **Hours:** Mon.-Fri. 7 a.m.-4 p.m.

• **About Us:** Preventive Dentistry, Periodontal Therapy, Restorative Dentistry, Root Canal Therapy, Tooth Whitening, Crowns & Bridges, Dental Implants, Digital Impressions, Surgery & Extractions, Treatment of Halitosis, and Nitrous Oxide. Look for us on Facebook and Google.

EYE CARE OF MAINE

- **Contact Information:** 325A Kennedy Memorial Dr. Waterville, ME 04901
- **Phone:** (207) 873-2731 (800) 660-3403
- **Web:** www.Maine2020.com
- **Founded:** 1922
- **Doctors:** Steve R. Witkin, M.D. Peter C. Kohler, M.D. James R. Putnam, M.D. Marc B. Daniels, M.D. Helen Bell-Necevski, O.D. Lorie Lepley Parks, O.D. Michael C. Parks, O.D. Ian M. Jones, O.D.

• **About Us:** Eye Care of Maine is an ophthalmology referral and general eye care practice. We provide the most current and comprehensive services in eye care. We also have a stand-alone surgery center.

GHM INSURANCE AGENCY

- **Contact Information:** 51 Main Street Waterville, ME 04901 (207) 873-5101
  34 Center Street Auburn, ME 04210 (207) 689-9171
- **Email:** info@ghmagency.com
- **Web:** www.ghmagency.com
- **Chief Executives:** Bill and Paul Mitchell
- **Founded:** 1901
- **Employees:** 28
- **Hours:** Mon.-Fri. 9 a.m. - 4:30 p.m. (24-hour claim service) Evenings and weekends by appointment.

• **About Us:** Personal insurance, business insurance, employee benefits, life, health, disability, long-term care insurance, and bonding. A family-owned independent insurance agency providing exceptional service, competitive insurance rates, loss control and 24-hour claim service to individuals, families and business owners throughout Central Maine.

GOLDEN POND WEALTH MANAGEMENT

- **Contact Information:** 29 Silver Street Waterville, ME 04901
- **Phone:** (207) 873-2200
- **Email:** info@goldenpondwealth.com
- **Web:** www.goldenpondwealth.com
- **Chief Executive:** Brian Bernatchez, CFP®
- **Founded:** 1996
- **Employees:** 7
- **Hours:** Mon.-Thurs. 8 a.m.-4:30 p.m. Fri. 8 a.m.-4 p.m.

• **About Us:** Investment Management and Financial Planning. Independent financial services firm providing comprehensive wealth management services to families and institutions throughout Maine.

HAMMOND LUMBER COMPANY

- **Contact Information:** Route 27, P.O. Box 500 Belgrade, ME 04917 (207) 495-3303 1-800-HEY-BELG
  • Auburn, Bangor, Boothbay Harbor, Brunswick, Damariscotta, Fairfield, Farmington, Greenville, Pemaquid, Portland, Skowhegan and Wilton.
- **Email:** info@hammondlumber.com
- **Web:** www.hammondlumber.com
- **Chief Executive:** Donald C. Hammond
- **Founded:** 1953
- **Employees:** 430
- **Hours:** Mon.-Fri. 7 a.m.-5 p.m. Saturday 8 a.m.-12 p.m.

• **About Us:** Family-owned building materials retailer that supplies materials to home owners and contractors throughout New England. Branch stores in Auburn, Bangor, Belgrade, Boothbay Harbor, Brunswick, Damariscotta, Fairfield, Farmington, Greenville, Pemaquid, Portland, Skowhegan and Wilton. Free on-site estimating, computer design help, kitchen and bath centers, Maine Pine Log Homes, Shoremaster Docks, free delivery.

FRANKLIN SAVINGS BANK

- **Contact Information:** 197-209 Main Street, P.O. Box 825 Farmington, ME 04938
- **Phone:** (207) 778-3339 (800) 284-0752
- **Branch Offices:** River Valley, Jay, Rangeley, Wilton, Skowhegan and Mt. Blue High School
- **Web:** www.FranklinSavings.com
- **Chief Executive:** Peter L. Judkins, President and CEO
- **Founded:** 1868
- **Employees:** 117
- **Hours:** Lobby and Drive-Up Hours vary depending on branch and day of the week. Online banking and bill pay with Franklin eBranch, local and statewide fee-free ATMs with the Maine Cash Access system and telephone banking with Telebanker are available 24 hours a day. See our web page at www.FranklinSavings.com for current information.

• **About Us:** Franklin Savings Bank is proud to be ranked as The Strongest Bank in Maine by Weiss Ratings every year since 1999 and the only "A" rated bank in Northern New England. Full service banking and financial services through Western Mountain Financial Services. Franklin Savings Bank is a state-chartered Universal Bank with $344 million in assets and seven office locations serving west central Maine. Franklin eBranch online banking and Franklin Bill Pay are available free to customers. We are a member of the Maine Cash Access fee-free ATM network.

GIBSON LECLAIR, L.L.C.

- **Contact Information:** 150 Capitol Street Suite 3 Augusta, Maine 04330
- **Phone:** (207) 623-8401 (800) 639-2150
- **Web:** www.GibsonLeClair.com
- **Partners:** Jeanne T. Gibson Stephen L. LeClair
- **Founded:** 2003
- **Employees:** 9
- **Hours:** Mon.-Fri.- 8 a.m.-5 p.m.

• **About Us:** We offer audit, financial statements, consulting and tax services. Certified Public Accountants specializing in:

1) Non-profit auditing and taxation
2) Business and individual taxation
3) Reviews and compilations
4) Closely held business issues

GOVERNOR HILL MANSION

- **Contact Information:** 96 State St. Augusta, me
- **Phone:** (207) 629-4052
- **Web:** www.governorhillmansion.com
- **Chief Executive:** Geoff Houghton
- **Founded:** 2009
- **Employees:** 10
- **Hours:** Open 7 days

• **About Us:** Beautiful 1901 Federal-style mansion faithfully kept in original condition. Available for conferences, meetings, weddings, and all other banquets and events. Accommodates 15-250 people with multiple room flexibility. Modern audio-visual services. Catering breakfast, lunch or dinner seven days a week.

HAMMOND TRACTOR COMPANY

- **Contact Information:** Exit 132 W. off I-95 216 Center Rd Fairfield, ME 04937 (207) 453-7131
  • Route 17, Union
  • Route 121, Auburn
- **Email:** davidh@hammondtractor.com
- **Web:** www.hammondtractor.com
- **Vice President:** Dave Hammond
- **Founded:** 1983
- **Employees:** 85
- **Hours:** Mon.-Fri. 7:30 a.m.-5 p.m. Sat. 7:30 a.m.-12 p.m.

• **About Us:** John Deere and Kubota farm, garden and turf equipment. New England's largest farm and garden equipment dealership. Full product support at all 3 locations.

HIGGINS & BOLDUC AGENCY, INC.

- **Contact Information:** 56 Main St. Oakland, ME 04963
- **Phone:** (207) 465-2531
- **Email:** matt@higginsandbolduc.com
- **Web:** www.higginsandbolduc.com
- **Chief Executive:** Matthew Marquis, President
- **Founded:** 1940
- **Employees:** 7
- **Hours:** Mon.-Fri. 8:30 a.m.-4:30 p.m.

• **About Us:** We are a family owned insurance agency offering all lines of personal, commercial, life and health insurance. We specialize in providing exceptional customer service.

INLAND HOSPITAL

- **Contact Information:** 200 Kennedy Memorial Drive Waterville, ME 04901
- **Phone:** (207) 861-3000
- **Web:** www.inlandhospital.org
- **Provider Finder Service:** 1-800-914-1409
- **Chief Executive:** John Dalton, President/CEO
- **Founded:** 1943
- **Employees:** 750

• **About Us:** Inland is a dynamic healthcare organization where patients and their families always come first. Services include: compassionate and respectful care, primary care providers in Waterville, Augusta, Oakland, Madison, North Anson and Unity, private inpatient rooms, a full range of outpatient and diagnostic services, family birthing center, cardiology, neurology, general surgical services, OMT, podiatry, rheumatology, wound care, diabetes and nutrition services, OB/GYN care, emergency care with on-site helipad, orthopedics, rehabilitation, and specialty clinics. Lakewood, located on the Inland campus offers skilled nursing, dementia and long-term care. Inland is a member of EMHS.

KENNEBEC EQUIPMENT RENTAL CO., INC.

- **Contact Information:** 19 Skowhegan Rd. Fairfield, ME 04937
- **Phone:** (207) 453-9351
- **Web:** www.kennebecrental.com
- **Chief Executive:** David Wilson
- **Founded:** 1964
- **Employees:** 25
- **Hours:** Mon.-Fri. 7 a.m.-5 p.m.

• **About Us:** Residential, commercial and industrial equipment rental, sales and service. Six locations throughout Maine: Fairfield, Auburn, Bangor, Kittery, Portland and Woolwich.

KENNEBEC FEDERAL SAVINGS

- **Contact Information:** 70 Main Street Waterville, ME 04901
- **Phone:** (207) 873-5151
  Branch Office: 11 Washington St., Waterville (207) 873-3539
- **Email:** info@kfsavings.com
- **Web:** www.kfsavings.com
- **Chief Executive:** Allan L. Rancourt, President/CEO
- **Founded:** 1936
- **Employees:** 22
- **Hours:** Main St.: Mon.-Fri. 8:30 a.m.-4:30 p.m. Washington St. Drive Up: Mon.-Thurs. 8 a.m.-5 p.m. Fri. 8 a.m.-5:30 p.m. Sat. 8:30 a.m.-1 p.m. Washington St. Lobby: Mon.-Fri. 8:30 a.m.-4:30 p.m. Sat. 8:30 a.m.- 1 p.m.

• **About Us:** Federally chartered mutual savings and loan association, headquartered in Waterville, Maine. Residential mortgage specialists: VA, MSHA, RD, construction, conventional, home equity. Unique banking options: KFS Rewards Checking, KFS Tunes Checking, Easy Saver CDs & IRAs. Online banking, bill payment, eStatements, mobile banking with mobile deposit. CardValet app lets you control debit card use.

HUHTAMAKI

- **Contact Information:** 242 College Ave. Waterville, ME 04901
- **Phone:** (207) 873-3351
- **Web:** www.huhtamaki.com
- **Chief Executive:** Ray McMullin, Plant Manager
- **Founded:** 1903
- **Employees:** 511
- **Hours:** 24 hours a day, seven days a week

• **About Us:** Huhtamaki is one of the world's largest packaging companies and one of the few truly global players. Our focus and expertise is in paper, plastic, films and molded fiber. We offer products from stock, custom designs as well as total packaging systems and solutions.

KENNEBEC BEHAVIORAL HEALTH

- **Contact Information:** 67 Eustis Parkway Waterville, ME 04901
- **Phone:** (207) 873-2136 or 1-888-322-2136
- **Chief Executive:** Thomas J. McAdam
- **Founded:** 1960
- **Employees:** 425
- **Web Address:** www.kbhmaine.org

• **About Us:** A non-profit organization of mental health and substance abuse specialists, with facilities in Waterville, Augusta, Skowhegan and Winthrop; provides mental health, behavioral health and substance abuse services for adults, children and families in Kennebec, Somerset and Waldo counties. KBH offers adult, child, and family counseling; psychiatric, home-based and school-based services, community integration and substance abuse services; independent and supported housing; and a vocational clubhouse program.

KENNEBEC EYE CARE, P.A.

- **Contact Information:** 216 Main Street Waterville, ME 04901
- **Phone:** (207) 872-2797
- **Web:** www.kennebeceyecare.com
- **Founded:** 1955
- **Employees:** 11
- **Doctors on Staff:** Frank Myska, O.D. Peter Paradis, O.D. Kerry Kaplan, O.D.
- **Hours:** Year round: Mon., Tues., Thurs, Fri. 8-5 Wed. 9-5 Nov.-May: Saturdays, 8-noon Evenings: call for appointment

• **About Us:** Medical and routine eye care, contact lenses, spectacle frame and lenses. In-house lab makes photochromic, glare-free, high index and aspheric lenses. Our friendly, courteous technicians and opticians make each patient's experience a pleasure. One hour service available, some restrictions apply.

KENNEBEC MEDICAL CONSULTANTS

- **Contact Information:** 13 Railroad Square Suite 2 Waterville, ME 04901
- **Phone:** (207) 877-9562 Fax: (207) 877-9560
- **Web:** www.kennebecmedical.com
- **Chief Executive:** Jerald E. Hurdle, DO
- **Founded:** 2011
- **Employees:** 4
- **Hours:** Mon.-Thurs. 8 a.m.-3 p.m. Fridays: 8 a.m.-12 p.m. Appts. within 24 hours available.

• **About Us:** ***Dermatology:*** Acne, Skin Cancer, Psoriasis, Eczema, Atypical Moles, Hair Disease, Nail Disease, Blu-u Therapy, Botox, Laser Treatment
Colorectal/Proctology: Hemorrhoids, Genital Warts, Rectal Bleeding, Irritable Bowel Disorder, Inflammatory Bowel Disease, Pelvic Floor Rehabilitation, Colonoscopy and Constipation.
We are accepting new patients and accept Medicare and all major insurance plans.

KMD PLAZA

- **Contact Information:** 270 Kennedy Memorial Dr. Waterville, Me 04901
- **Phone:** (207) 873-5101
- **Web:** www.kmdplaza.com
- **Chief Executive:** Bill Mitchell
- **Founded:** 2001
- **Hours:** Varies by business

- **About Us:**
  - Enterprise
  - Papa John's Pizza
  - Dairy Queen
  - Beltone
  - Armed Forces Recruiting
  - Amcomm/Verizon
  - Sam's Italian Foods
  - Lacey and Company
  - Retail Therapy

KENNEBEC VALLEY CHAMBER OF COMMERCE

- **Contact Information:** 21 University Drive 269 Western Ave. (effective Dec. 1) Augusta, ME 04330
- **Phone:** (207) 623-4559
  Fax: (207) 626-9342
- **Email:** info@kennebecvalleychamber.com
- **Web:** www.kennebecvalleychamber.com
- **Chief Executive:** Ross Cunningham President & CEO
- **Founded:** 1932
- **Employees:** 5
- **Hours:** Mon.-Fri. 8:30 a.m.-5 p.m.

- **About Us:** Business promotion, economic development and public information services. More than 700 Capital Area businesses and organizations form this association. Goals are economic and community development, support of a good business climate and a high quality of life in the southern Kennebec Valley region.

MAINE TECHNOLOGY GROUP LLC

- **Contact Information:** 120 Augusta Rd. Winslow, ME 04901
- **Phone:** (207) 692-0955
- **Web:** www.mainetechgroup.com
- **Chief Executive:** Scott MacDonald
- **Founded:** 2011
- **Employees:** 5

- **About Us:** MTG is a full service IT company that offers state-of-the-art Managed Services and paperless software solutions.

MAINE-LY ELDER CARE

- **Contact Information:** 28 Center St. Oakland, ME 04963
- **Phone:** (207) 465-3249
- **Web:** www.maine-lyeldercare.com
- **Chief Executive:** Denise Rogers-Stevens, RN
- **Founded:** 1999
- **Employees:** 100
- **Hours:** Mon.-Fri. 8 a.m.-5 p.m.

- **About Us:** Maine-ly Elder Care provides Quality of Life Solutions to the people and communities we serve. We provide nursing, personal care by Christian caregivers, homemaking, transportation and home maintenance and repairs.

KSW FEDERAL CREDIT UNION

- **Contact Information:** 222 College Ave. Waterville, ME 04901 (207) 872-5602
  Branch office: 135 Waldo Avenue Belfast, ME 04915 (207) 338-5160
- **Web:** www.kswfcu.org
- **Facebook:** www.facebook.com/kswfcu
- **Chief Executive:** Deserée A. Gilman
- **Founded:** 1954
- **Employees:** 20
- **Hours:** Drive-Up: Mon.-Fri. 8 a.m.-4:30 p.m., (Mtvl. Drive-up is open until 6:30 p.m. on Thursdays) Both Lobbies: Mon.-Fri. 9 a.m.-5 p.m.

- **About Us:** Description of services/products: Founded in 1954, KSW FCU offers convenient banking solutions for those who live, worship, or attend school in Kennebec and Somerset County, Belfast, Unity, Thorndike and other towns in Waldo County. KSW FCU offers Savings, Checking, Business Products, Auto Loans, Mortgages, Home Equity, Youth Savings Programs, ATMs, Certificates, IRAs, Gift & Travel Cards, Visa Debit & Credit Cards, Home Banking, Mobile Banking, Bill Pay Services, E-Statements and Mobile Remote Capture. Financial Planning is also available.

MAINE STATE CREDIT UNION

- **Contact Information:**
  - 200 Capitol St. Augusta 623-1851
  - 162 Hospital St., Augusta 621-6060
  - 81 Grove St., Waterville 873-5159
- **Web:** mainestatecu.org Facebook.com/MaineStateCU
- **Chief Executive:** Normand R. Dubreuil CCUE, CCE President/CEO
- **Founded:** 1935
- **Employees:** 74
- **Hours:** Hours vary by office location

- **About Us:** Maine State Credit Union builds financial relationships that last a lifetime. We are people helping people with a caring and neighborly, can-do attitude, who strive to go the extra mile to provide service the way it should be. If you live, work, worship or attend school in Kennebec or Somerset County, or if you are a state employee, a retired state employee or a family/household member of either, we would love to show you how our values support our exceptional service and products.

MAINEGENERAL HEALTH

- **Contact Information:** 35 Medical Center Parkway Augusta, ME 04330
  149 North Street Waterville, ME 04901
- **Email:** public@mainegeneral.org
- **Web:** www.mainegeneral.org
- **Chief Executive:** Chuck Hays
- **Founded:** 1898
- **Employees:** 4,256
- **Hours:** 24 hours a day, 7 days a week

- **About Us:** The state's third-largest health care system, MaineGeneral is an integrated not-for-profit organization with a range of services that includes: a 192-bed acute care medical center in Augusta; a comprehensive outpatient center in Waterville; a cancer treatment center which was the first center in Maine to earn the Quality Oncology Practice Initiative (QOPI®) certification; primary care and specialty physician practices; mental health and substance abuse services; long-term care facilities; rehabilitation; home health care and hospice services; special care for patients with memory loss; community outreach; and retirement living options.

MCCORMACK BUILDING SUPPLY

- **Contact Information:** 8 Lithgow Street Winslow, ME 04901
- **Phone:** (207) 873-6467
- **Email:** info@mccormackbuildingsupply.com
- **Chief Executive:** Duane Farnham
- **Founded:** 1979
- **Employees:** 18
- **Hours:** Mon.-Fri. 7 a.m.-5 p.m. Sat. 7 a.m.-1 p.m.

- **About Us:** Lumber and building materials retailer. McCormack Building Supply is a full service lumber yard offering everything you need to complete your construction project no matter how large or small. We have a full line kitchen and bath center on site. We offer free estimating, computer aided kitchen and bath design, and free local delivery.

MID-MAINE CHAMBER OF COMMERCE

- **Contact Information:** 50 Elm St. Waterville, ME 04901
- **Phone:** (207) 873-3315
- **Email:** customerservice@midmainechamber.com
- **Web:** www.midmainechamber.com
- **Chief Executive:** Kimberly N. Lindlof President & CEO
- **Founded:** 1912
- **Employees:** 4
- **Hours:** Mon.-Fri. 9 a.m.-5 p.m.

- **About Us:** Mid-Maine Chamber of Commerce is dedicated and committed to promoting, educating and advocating for business prosperity and regional economic improvement. Annual Payroll: $146,207. Business to business promotional organization and visitors' center with public bathroom.

OTT COMMUNICATIONS

- **Contact Information:** 56 Campus Drive New Gloucester, ME 04260
  900 D Hammond St. Bangor, ME 04401
- **Phone:** (207) 688-9911 (877) 643-6246
- **Chief Executive:** Robert Souza
- **Founded:** 1898
- **Employed in Maine:** 125
- **Web:** www.ottcommunications.com

- **About Us:** OTT Communications is a premier provider of telecommunication and IT solutions. Cloud services, Hosted VOIP Phone Systems, Colocation, SIP Trunking and Hi Speed Data are but a few of the services OTT delivers along with the Managed Services to support them. OTT hosts and supports 10,000 VOIP phone and 30,000 traditional phone lines for businesses throughout Maine.

PENNY HILL PARK

- **Contact Information:** 295 Kennedy Memorial Dr. Waterville, ME
- **Phone:** (207) 873-5101
- **Web:** www.295kmd.com
- **Chief Executive:** Bill Mitchell
- **Founded:** 2012
- **Hours:** Varies by business

- **About Us:**
  - Edward Jones
  - Goodwill Industries / Lifeworks
  - Regional Home Care
  - First Choice Pregnancy
  - Mix 107.9
  - Inland Hospital
  - Waterville Women's Care

RANGELEY SADDLEBACK INN

- **Contact Information:** 2303 Main Street US RT 4 ITS 84/89 Rangeley, Maine 04970
- **Phone:** (207) 864-3434
- **Web:** www.rangeleysaddlebackinn.com
- **Email:** info@rangeleysaddlebackinn.com
- **Chief Executives:** Donald and Blue Smith
- **Hours:** Open year round

- **About Us:** Located in Maine's Western Lakes and Mountain Region, we are a newly renovated motel offering year round cozy accommodations at reasonable rates. We are located on Main Street US RT 4 and have on-site access to ITS for snowmobiles and ATVs. Amenities include indoor salt-water heated pool and Jacuzzi and on-site restaurant. All rooms are non-smoking and are equipped with individual heat/air conditioning unit, luxury pillow top queen bed, flat screen TV, mini refrigerator, microwave, Keurig coffee machine, iron and ironing board. Limited pet-friendly rooms available. Free WiFi and local calling, complimentary coffee and bagels for breakfast.

NORTHEAST LABORATORY SERVICES

- **Contact Information:** 227 China Rd. Winslow, ME 04901
- **Phone:** (207) 873-7711 (800) 244-8378
- **Branch Office:** 999 Forest Ave. Portland, ME 04103
- **Email:** info@nelabservices.com
- **Web:** www.nelabservices.com
- **Chief Executive:** Rodney "Beau" Mears
- **Founded:** 1972
- **Employees:** 70
- **Hours:** Mon.-Fri. 8 a.m.-5 p.m.

- **About Us:** Biotechnology, environmental and food analytical services. Provides microbiological products to pharmaceutical, biotech, food and clinical markets. Provides comprehensive biological and radiological analysis to individuals, industries and government agencies.

PEACHEY BUILDERS

- **Contact Information:** 105 Old Winthrop Rd. Augusta, ME 04330
- **Phone:** (207) 622-7531 Fax: (207) 622-7060
- **Web:** www.peacheybuilders.com
- **Chief Executive:** Gary Peachey
- **Founded:** 1947
- **Employees:** 26
- **Hours:** Mon.-Fri. 8 a.m. - 5 p.m.

- **About Us:** Peachey Builders if a full service design/build contractor with over 64 years specializing in industrial, commercial and institutional buildings and facilities. Our goal is the final, successful completion of your special building or buildings, so you can get on with the business at hand. At Peachey Builders we are always looking for new and innovative ways to expedite your building needs cost effectively, and professionally!

PRIME FINANCIAL, INC.

- **Contact Information:** 753 West River Rd. Waterville, ME 04901
- **Phone:** (207) 877-9450
- **Web:** www.primefinancial.biz
- **Chief Executive:** Roland Fournier
- **Founded:** 1985
- **Employees:** 6
- **Hours:** Mon.-Fri. 8 a.m.-5 p.m.

- **About Us:** Financial Planning, Investments, Retirement Planning, Life Insurance, Health Insurance* (*not offered through INVEST).

Registered Representative of **INVEST Financial Corporation**, member FINRA/SIPC, and its affiliated insurance agencies offer securities, advisory services, and certain insurance products and are not affiliated with Prime Financial, Inc.

REDINGTON-FAIRVIEW GENERAL HOSPITAL

- **Contact Information:** P.O. Box 468 46 Fairview Avenue Skowhegan, Maine 04976
- **Phone:** (207) 474-5121
- **Web:** www.rfgh.net
- **Chief Executive:** Richard Willett
- **Founded:** 1952
- **Employees:** 550
- **Hours:** 24 hours, 7 days a week

- **About Us:** Provides a full range of health care services including internal medicine, family medicine, pediatrics, OB/GYN, neurology, gastroenterology, endocrinology, general surgery, and emergency medical services. RFGH is an independent, non-profit, critical access community hospital providing quality, comprehensive health services to Somerset County.

SEBASTICOOK VALLEY HEALTH

- **Contact Information:** 447 N. Main St. Pittsfield, ME 04967
- **Phone:** (207) 487-4000 TTY: (207) 487-4590
- **Web:** www.SebasticookValleyHealth.org
- **Chief Executive:** Teresa P. Vieira, SVH President/CEO and EMHS Senior Vice President
- **Founded:** 1963
- **Employees:** 348
- **Hours:** Hospital - 24/7

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- **Web:** www.thomas.edu
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- **Founded:** 1894
- **Employees:** 175-200

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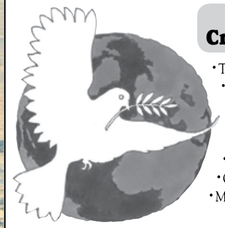
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Inland Hospital earns top ratings for quality of care

Health facility gets "A" grade for safety practices

BY NANCY GALLAGHER
Correspondent

For the fourth straight year, The Leapfrog Group, a nationally-recognized hospital safety watchdog, has awarded Inland Hospital in Waterville its top safety rating among rural hospitals. Inland has earned straight "A" grades in safety from "Hospital Safety Score, which rates how well hospitals protect patients from preventable medical errors, injuries and infections within the hospital," according to an Inland Hospital press release.

"The providers and staff of Inland make safety and quality a priority with every patient, every day — and I'm always humbled by their excellence," said Inland President/CEO John Dalton.

In addition, for the fourth time in five years, the Leapfrog Group named Inland Hospital in Waterville to its annual list of Top Rural Hospitals for outstanding quality and safety outcomes.

Anthem Insurance also has recognized Inland for quality service, as has Women's Choice, naming Inland one of the country's top hospitals for patient experience in obstetrics.

"It's a reflection of a lot of hard work by our staff to make sure we keep our patients safe and give them the best possible care," Dalton said.

Part of the excellence extends to the organization's information technology (IT). As part of Eastern Maine Healthcare Systems (EMHS), Inland was named one of the nation's Most Wired hospitals for being at the forefront of using information technology to improve patient care.

Expansions within Inland's rheumatology and primary care departments have broadened the availability of these services. New providers Dr. Lance Feller and Dr. Saskia Cooper have joined Inland Rheumatology. Feller is Maine's only rheumatologist trained in both adult and pediatric rheumatology, according to Dalton. They join Dr. Barbara Segal at Inland Rheumatology in Waterville.

Inland Family Care in Unity expanded its clinical services when it welcomed primary care Dr. John Ribadeneyra in 2015, and Dr. Amy Kuhl joined the Inland Family Care-Three Rivers practice with offices in Waterville and Augusta.

Another primary care physician, Dr. Henry Glover, D. O. of Inland Family Care in Oakland, has been chosen as Best Physician in Market Surveys of America's latest annual "Best of the Best" survey. Glover has been in practice for more than 30 years, and is considered a skilled and compassionate physician by both patients and Inland colleagues.

"Inland is in the process of redesigning primary care to become more of a team effort, with a focus on keeping people healthy and identifying people with chronic issues to help them achieve and maintain the highest possible health," Dalton said.

Dalton said healthcare is changing.

More INLAND, **PAGE 39**

Contributed photo
This recent Family Fun Series event offered families with children the opportunity to kayak and paddleboard at Camp Tracy.

"The providers and staff of Inland make safety and quality a priority with every patient, every day — and I'm always humbled by their excellence."

INLAND HOSPITAL PRESIDENT/CEO JOHN DALTON

Inland

CONTINUED FROM PAGE 38

"We're in this transitional period where we're going to be paid to keep people well, not just for how many procedures we do," he said. "It's all about healthy outcomes."

As part of its comprehensive health and wellness mission, Inland has reached out beyond the hospital and practices and into the community. For the past three years, Inland's Let's Go! Family Fun Series has promoted low or no cost monthly events for families with young children to be active together. Partnering with the Alfond Youth Center, Waterville Parks and Recreation and Quarry Road Recreation Area and other organizations, Inland over the past three years has offered community activities such as swimming, walks on new trails, family yoga, kayaking and paddle boarding.

Last year, 307 families registered to participate. That number grew to 479 in 2015. For more information on how to participate in this series, please consult the Inland website at *www.inlandhospital.org*.

Inland connects with the community in many ways, and each fall they offer an event for music lovers. Inland hosts its 10th Annual Fall Pops Concert, featuring the Portland Symphony Orchestra, Nov. 6 at the Waterville Opera House. Tickets are available at 873-7000 or *www.operahouse.org*.

Inland Hospital is located at 200 Kennedy Memorial Drive, Waterville, Maine 04901. For more information, consult the Inland Hospital website at *www.inlandhospital.org*, or visit them on Facebook.

Contributed photo
Henry Glover, D. O. a primary care doctor with Inland Family Care in Oakland, recently was chosen Best Physician by the "Best of the Best" annual consumer survey conducted by Market Surveys of America.

Podiatrist joins the staff at Franklin Health facilities

Blakeman brings services closer to area residents

BY VALERIE TUCKER
Correspondent

Podiatrist Zachary Blakeman, DPM, has joined the medical staff of Franklin Health Orthopaedics and Franklin Memorial Hospital to provide podiatry specialty services.

Surgical practices manager Greg Thompson said the addition of Dr. Blakeman will offer western Maine residents the opportunity to receive the highest quality care without having to travel long distances.

"Dr. Blakeman brings a valuable specialty in podiatry to Greater Franklin County," Thompson said. "He'll be treating patients with a wide range of foot and ankle challenges."

Blakeman's services include treatment of soft tissue and bony surgeries of the foot and ankle; treatment of plantar fasciitis and related conditions; bunion and hammertoe surgery; foot and ankle reconstruction and revision; podiatric sports medicine and non-diabetic and diabetic foot care, with consultation as needed with wound care specialist Dr. Gerald Tinguely in the Franklin Memorial Hospital Wound Clinic.

According to a Mayo Clinic report, plantar fasciitis is one of the most common causes of heel pain.

"It involves pain and inflammation of a thick band of tissue called the plantar fascia," Blakeman explained.

The band of tissue runs across the bottom of the foot and connects the heel bone to the toes. Plantar fasciitis commonly causes stabbing pain that usually occurs with the very first steps in the morning. Once the foot limbers up, the pain of plantar fasciitis normally decreases, but it may return after long periods of standing or after getting up from a seated position. The cause of the condition varies.

"Plantar fasciitis is particularly common in runners," Blakeman said.

In addition, people who are overweight and those who wear shoes with inadequate support are at risk of plantar fasciitis.

Under normal circumstances, the plantar fascia acts like a shock-absorbing bowstring, supporting the arch in the foot. If tension on that bowstring becomes too great, it can create small tears in the fascia. Repetitive stretching and tearing can cause the fascia to become irritated or inflamed.

Plantar fasciitis is most common between the ages of 40 and 60, according to Blakeman. Long-distance running, ballet dancing and dance aerobics can contribute to an earlier onset of plantar fasciitis.

Being flat-footed, having a high arch or even having an abnormal pattern of walking can put added stress on the plantar fascia. Excess pounds put extra stress on that part of the foot. Factory workers, teachers and others who spend most of their work hours walking or standing on hard surfaces also can damage their plantar fascia.

Blakeman also works with diabetic patients. Diabetes can affect the nerves in the feet, he explained, and he helps his patients understand the importance of early diagnosis and treatment.

"Diabetes complications include nerve damage and poor blood circulation," he said. "These problems make the feet vulnerable to skin sores, or ulcers, that can worsen quickly and are difficult to treat."

Proper diabetes management and careful foot care can help prevent foot ulcers, he said.

"In fact, better diabetes care is probably why the rates of lower limb amputations have gone down significantly in the past couple of decades," he said.

When foot ulcers do develop, it's important to get prompt care, Blakeman said. A non-healing ulcer that causes severe damage to tissues and bone may require surgical removal of a toe, foot or part of a leg. Diabetes cases are increasing, he said, and he believes that education and preventive care can minimize the long-term damage for many of his patients.

Blakeman received his podiatric medical degree from Ohio College of Podiatric Medicine in Independence, Ohio. He completed a three-year hospital-based residency encompassing all aspects of podiatric medicine and surgery. During his residency, he also received training in internal medicine, infectious diseases, emergency medicine and trauma, vascular medicine, plastic surgery, and pediatrics.

Franklin Health Orthopaedics is located on the second floor of the Franklin Health Medical Arts Center in Farmington. For more information or to make an appointment, call 778-9001.

"Dr. Blakeman brings a valuable specialty in podiatry to Greater Franklin County. He'll be treating patients with a wide range of foot and ankle challenges."

GREG THOMPSON, SURGICAL PRACTICES MANAGER

Contributed photo

The Franklin Community Health Network now offers podiatry special services. Podiatrist Zachary Blakeman, DPM, has joined the medical staff of Franklin Health Orthopaedics and Franklin Memorial Hospital to provide services that include plantar fasciitis and related conditions; bunion and hammertoe surgery; foot and ankle reconstruction and revision; podiatric sports medicine and non-diabetic and diabetic foot care, with consultation as needed with wound care specialist Dr. Gerald Tinguely in the Franklin Memorial Hospital Wound Clinic.

KBH re-envisions the future of mental health care

BY ELIZABETH KEANE
Kennebec Behavioral Health
Special to the Business Journal

It is likely that when we look back on the decade between 2010 and 2020, we will see the emergence of a very different health care system in the United States.

Although there are a lot of differences of opinion regarding the Affordable Care Act, it is probably here to stay.

This complex document has hundreds of initiatives and moving parts that affect every one of us. Kennebec Behavioral Health (KBH) is very much in the midst of this transformation because mental health care delivery is very much a part of its overall health care system.

Still, even with these changes, the goal of KBH is to match these re-envisioned business practices with the mission to "promote the well-being of persons who experience mental illness, emotional difficulties or behavioral challenges."

Serving youth, adults and families, KBH offers mental health and substance abuse programs throughout central Maine to more than 16,000 residents. Employing more than 425 people in its diverse programs, KBH also operates out of four main clinics and has three vocational clubhouses. With such diverse locations and programs, the agency is meticulous in keeping a close eye on its business practices and on evolving with the Affordable Care Act.

Thomas J. McAdam, chief executive officer of Kennebec Behavioral Health, said that "there are significant parts of the Affordable Care Act that currently affect KBH on a day-to-day basis, such as the integration of primary care and mental health care; the rapid adoption of electronic medical records and an ongoing focus around the value of health care purchases."

Currently, KBH is working with local hospital systems and many primary care practices to share treatment information such as medications, lab results and hospitalization outcomes in order to better serve patients and reduce duplicative services.

"The notion of Accountable Care Communities envisions that all health care providers in any given community will work together to streamline care and services in order to provide a better experience for the consumer and create efficiency," McAdam said.

Secondly, electronic medical records (EMR) are here to stay. KBH was an early adopter of an electronic medical records, but that initiative is not static. As our technology exponentially improves, better, faster and more secure ways of sharing protected health information in an electronic environment are the order of the day.

"KBH quickly adjusted to the need for electronic records after we maxed out space in all of our clinics, which developed into a project that was implemented in 2012: NEO," said Linda Pooler, health information manager at KBH.

KBH's Department of Health Information Management Services, otherwise known as Med Records, used NEO as the agency's electronic medical record.

"The software, developed by KBH's IT team, provides a significant amount of data and functionality in real time, which we believe to be part of KBH's success," said Tim Beaucage, chief information officer at Kennebec Behavioral Health.

However, these changes in business practices require the nonprofit to continue to spend significant resources in order to stay ahead of the technology curve. The value of an electronic medical record helps providers to better understand where their patients come from, what their needs are and helps create actionable data in order to improve services.

Finally, value-based purchasing is the new watch phrase in health care. What government partners and health insurance companies are beginning to focus on is the balance between treatment efficacy and precious dollars spent.

"At KBH, we have a very robust quality review process that looks at our treatment and our outcomes in order to bring the best value to the State of Maine (Medicaid) and our commercial insurance contracts," McAdam said. "With multiple boards, KBH is able to keep a close eye on the value of services. It helps that KBH provides a diverse revenue base and a range of services for clients. This affords a stable ground on which KBH can ensure the best value."

The agency's focus at the clinical level and at the management level is to continue to be an active participant in these changes and to be a leader in the delivery of mental health care in Maine. KBH looks forward to doing an increasingly better job of serving its patients and consumers, as well the broader communities in central Maine.

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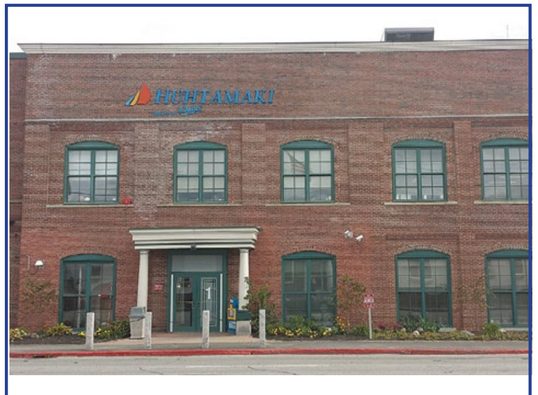

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Waterville airport sets sights high after big investments

Robert LaFleur Municipal Airport 'puts out the welcome mat' after two years and millions of dollars' worth of improvements

BY AMY CALDER
Staff Writer

The Robert LaFleur Municipal Airport is poised to handle more jet traffic and service aircraft better after millions of dollars' worth of work over the last two years, city officials say.

Those investments at the city-owned airport include a newly reconstructed main runway, new equipment, a renovated terminal, a self-serve fueling system, aircraft maintenance and flight school businesses on site and plans for further marketing.

"Over the last two years we've made investments because of a lack of equipment, and the facilities needed to be upgraded," airport Manager Randy Marshall said. "The airport didn't have the welcome mat out. Now we're at a pivotal time in the airport's history where we've made a lot of smart investments to position the airport to attract businesses to our community and provide the services they're going to need to support their growth and the growth of the city."

Mayor Nick Isgro said he expects the airport, with its improvements, to continue to see more activity and air traffic as it becomes "central Maine's premiere and most attractive airport."

"I'm very proud that the city several years ago decided to take steps to go in that direction, because I think it was a make-or-break moment for the airport," Isgro said.

Officials say the enhanced airport could have a big economic impact on the region.

LaFleur has more than 350 fenced-in acres and another 100 or so beyond that, which includes the Airport Business Park. The park, which houses Suburban Propane and Pine Tree Waste, has lots of room for more businesses.

The city and the airport are working with the Central Maine Growth Council and the Mid-Maine Chamber of Commerce to try to draw more businesses to the park, according to Marshall.

Garvan Donegan, economic development specialist for the growth council, said his organization is taking a couple of different approaches in trying to help market the airport.

"How do we tell the story of the airport? And the subtext is, how are we promoting airports on the supply and demand side of economic development as it relates to the foreign trade zone, abutting industrial sites and acreage? And how are we using it to retain and attract businesses?" Donegan said.

Part of that marketing component is making sure the airport is included when large site evaluation companies do national, regional and local evaluations, according to Donegan.

"It's not just a typical marketing campaign. It is a little bit more classic economic development," he said.

The airport and the park are in the foreign trade zone, which allows companies doing business with foreign companies to get tax breaks and duty referrals and receive help with cash flow problems.

In the larger scheme of things, Donegan sees airports as allowing greater access to markets. They are economic drivers for the region and help advance global economies.

"Really, airports are robustly linked with economic development," Donegan said.

United Parcel Service flies out of the airport to Manchester, New Hampshire, five nights a week with packages and other freight from its terminal on Industrial Road. Five mornings a week,

More LAFLEUR, **PAGE 43**

Staff photo by Michael G. Seamans
Randy Marshall, airport manager at Robert LaFleur Municipal Airport, stands with his dog, Molly, on Thursday on the newly renovated runway at the city-owned airport in Waterville.

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LaFleur

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UPS brings a load of freight back into LaFleur, according to Marshall.

Administrators from big-box stores such as Home Depot and Wal-Mart fly into the airport in jets, he said. Sappi engineers, politicians, people from Backyard Farms in Madison, summer campers and college students and their families, celebrities attending the Maine International Film Festival, aerial photographers and others use the airport, which also serves as a training ground for police and fire officials, as well as LifeFlight of Maine. State police, the state Department of Inland Fisheries and Wildlife and the Maine Marine Patrol are among entities that have based planes at the airport, according to Marshall.

The airport has 13 hangars, two of which are owned by the city — the main hangar and one on the north end of the airport, which stores maintenance items including snowplows and snow blowing equipment.

Officials are applying for an FAA grant to build a new maintenance building so the hangar can be used to house aircraft instead of equipment. They also plan to apply for a second grant to purchase a new snowblower to replace one that has outlived its usefulness.

Staff graphic by Sharon Wood

Eleven hangars at the airport are owned privately by pilots who live in Waterville, Winslow, Sidney, Belgrade, Palermo and other surrounding communities and have smaller planes such as Cessnas and Pipers.

John Brier, a retired commercial pilot for United Airlines, owns a hangar that houses an Ercoupe, a two-seater plane he flies with an open cockpit. His is one of more than 27 private planes kept at the airport.

Brier, 74, lives in Oakland in the summer and Florida in the winter. He also has a plane in Florida.

"I call this my full-service (fixed-base operator)," Brier said of LaFleur airport. "I come here every day. I have my coffee. I read the newspaper every day. I'm very happy here. They do a tremendous job."

Brier praised Marshall and the city for

More LAFLEUR, **PAGE 44**

Staff photo by Michael G. Seamans
Ken Vautour, an aircraft mechanic with Black Bear Aviation, works on a BeechCraft airplane at Robert LaFleur Municipal Airport, the city-owned airport in Waterville.

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improvements made to the airport.

"This guy headed it up," he said of Marshall, who also is a call firefighter for both Waterville and Oakland.

GETTING BUSIER

The airport's main runway was reconstructed in May and June with a $4.3 million Federal Aviation Administration grant, as well as $214,000 from the city and $214,000 from the state. The project came in $300,000 under budget. The airport was closed May 4 to July 2 for the work, which was contracted to Lane Construction, of Westbrook. R A Paradis & Son, of Newport, was the subcontractor.

About 5,500 feet long and 100 feet wide, it also got new running and approach lights, signs, navigational aids and underdrains as part of the project. The 2,300-by-60-foot crosswind runway was reconstructed in 2012 for about $900,000. In addition to rebuilding the main runway this year, the airport worked with the state and partnered with other airports to seal LaFleur's taxiways.

The airport, which has a full instrument landing system, is noticeably more active than it was three years ago.

Black Bear Aviation, owned by Kevin Dauphinee, is on site with four employees performing aircraft maintenance, painting, sales and repair. Air New England, a charter service, also is on site, and AirLink LLC offers a flight school and scenic flights. The two businesses, owned by Klaus Thalinger, employ five people. Marshall and the airport's maintenance technician, Ed Lively, are employed by the city full time, and line service specialist Mike Brown works part time.

The Maine-themed main terminal, which just a few years ago was dark and dingy, gleams with pine walls and counters, a leather sofa, a propane fireplace, television and a small gift shop.

The main hangar, previously used for cold storage for airplanes, was busy Thursday afternoon, with Black Bear staff members repairing, painting and/or detailing several aircraft, including a red-and-white Beechcraft Bonanza.

"A lot of the new equipment we purchased is over here," Marshall said, motioning to the north end of the hangar.

His 8-year-old golden retriever, Molly, at his side, Marshall pointed out the new or refurbished equipment, including a ground power unit that provides power to aircraft for heating and air conditioning, a de-icing machine, a laboratory cart that sucks sewage out of airplane bathrooms and an aircraft tug.

"This is all equipment that enables us to operate efficiently throughout the year," Marshall said.

In the corner, Black Bear and airport workers were sharing tools, including a drill press and a grinder.

"The whole idea behind everything we've been trying to do is partner with businesses, to let them grow and the airport grow," Marshall said.

Also in the main terminal, airport employees proctor computer-based tests in a secure setting for PSI Testing Services, a national company that tests people in the medical, engineering, construction and real estate fields, and the airport gets revenue from the activity.

ROOM TO GROW

Dauphinee, the owner of Black Bear, moved his business to LaFleur from Dexter in 2013. On any given day, his business might be doing maintenance on several aircraft in the main hangar, he said. The company also has two aircraft it rents out for flights.

Black Bear has a lot of local clients, but on Thursday the staff was working on planes from Alaska, Vermont, New Hampshire and South Carolina. In some cases, aircraft owners fly their planes to Waterville to be worked on; but Dauphinee also retrieves airplanes from their home bases and flies them to LaFleur for maintenance, repairs or overhauls.

He said his business has grown a lot since moving to Waterville.

"It's great — can't beat it," he said. "It's a great location. The new runway and all that is going to help out quite a bit."

Dauphinee, whose 3-year-old German short-haired dog, Willy, wanders about the terminal, said the airport is continuing to draw more users.

"I think it's come a long way, and the self-serve fuel is great. I really think this is going to be a top contender in the state for a destination airport," he said.

Marshall said the number of aircraft flying into the airport varies.

"I've had times when I've had more than 20 jets on our ramp — all private jets," he said. "Our busier season is April through September, with the busiest time in the summer. When people fly here, they're not only spending money at the airport, they're utilizing our hotels, our restaurants, our local shops, rental car companies. They're spending money in our communities. If we weren't here, that money would be spent in somebody else's community."

City Manager Mike Roy said he thinks the Great Recession stymied air traffic in and out of the airport, "but I think we're climbing out of that."

Roy also complimented Marshall on the work he has done.

"A big part of the airport's resurgence, I think, is due to the fact that we have Randy there. We now have someone full time as an airport manager where we didn't in the past. We have somebody who wakes up every day thinking, 'How can we make the airport better?'"

BREAKING EVEN

Last year, the airport spent $25,000 on property and airfield maintenance, $100,000 on personnel costs and $80,000 to $100,000 on annual operating expenses.

Marshall said the goal is to offset operating expenses, and that's nearly happened in recent years.

"The ideology behind it is to build the airport into the economic generator that will attract businesses to Waterville," he said. "We're not breaking even yet."

Last year, the airport lost about $100,000; but five or six years ago, it operated at a deficit of $130,000 to $150,000 and had nothing to show for it, according to Marshall.

"Now we're operating at a fraction of the expense to the taxpayers, have a lot to show and a lot to offer."

Roy, the city manager, agreed that the airport spent $100,000 more than it took in last year to provide services, but that is expected to change.

"We're certainly hoping to close that gap," he said. "Our goal is to close that gap between expenses and revenues so it become self-supporting and even revenue producing."

Marshall points to the airport's convenient location in central Maine, as well as other assets that will help spur growth.

"Interstate 95 is here. We have a facility that is not only welcoming, it's safe, it's efficient, and we have the equipment to serve the airport and proper training to operate safely," he said. "There isn't an inch of this airport that we haven't gone over."

In addition to a goal of breaking even, the airport hopes one day to have a restaurant on site, and there is room for a lot more hangars, according to Marshall.

"What I'd love to see is private investment," Marshall said. "It'd be nice to see corporate hangars and aircraft based here."

Staffs at other airports have been calling Marshall, seeking guidance and advice on issues he has already dealt with at LaFleur.

"It's a good feeling," he said. "We've become a leader in the general aviation community in terms of how we operate our facility."

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MOFGA, KVCOG get grants that may create up to 71 jobs

The USDA has awarded four Maine organizations a total of $275,000 through the Rural Business Development Grant program

Staff Report

The Maine Organic Farmers and Gardeners Association and the Kennebec Valley Council of Governments are among four groups in the state to get a share of 385 grants awarded nationally by the U.S. Department of Agriculture to help support the start up or expansion of rural small businesses.

The two organizations' share has the potential to create up to 71 jobs, according to a Wednesday news release from the USDA.

The Maine Organic Farmers and Gardeners Association, based in Unity, is getting a $98,950 grant from the USDA that has the potential to create up to 50 jobs, the USDA announced Wednesday.

The overall total of the grants, which is through the USDA's Rural Business Development Grant program, is $20 million. Maine's share is $275,000. Other recipients in the state are the Aroostook Aspiration Initiative and the Northern Maine Development Commission.

MOFGA, based in Unity, is getting $98,950 to "assist with organic grower business consultation services, organic farming workshops and professional training, and third-party loans for non-production purposes from an organic farmers' revolving loan fund." The project has the potential to create 50 jobs, the USDA said.

KVCOG, based in Fairfield, is getting $89,000 to expand the Maine Grains oat project, including adding equipment, testing, package design and marketing. The grant has the potential to create as many as 21 jobs.

"These grants will strengthen the economic fabric of our rural small towns and communities by providing capital to small and emerging businesses," Agriculture Secretary Tom Vilsack said in the news release.

USDA Rural Development Maine Director Virginia Manuel said in the release that the projects will "have a significant impact on an estimated 184 jobs in Maine in the local foods and other sectors."

"In addition, the grant funds USDA Rural Development is investing will have a positive long-term effect on the production of local foods throughout the state in Maine's rural communities."

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Sebasticook Valley Health named best place to work

Workplace policies, employee surveys determine rank

BY VALERIE TUCKER
Correspondent

Sebasticook Valley Health was recently named one of the 2015 Best Places to Work in Maine.

The awards program, a project of the Society for Human Resource Management —Maine State Council and Best Companies Group, was created in 2006.

The 2015 Best Places to Work in Maine program recognized companies that have established and consistently fostered outstanding workplace environments. Partners endorsing the program include: Best Companies Group, the Maine State Chamber of Commerce, The Maine Department of Labor, The Department of Economic and Community Development, Maine HR Convention and Mainebiz.

"I am exceptionally proud of the highly skilled and talented staff here. Their daily contributions to serve our patients and community and their commitment to teamwork makes us one of the Best Places to Work in Maine."

TERRI VIEIRA, PRESIDENT AND CEO SEBASTICOOK VALLEY HEALTH

The premier sponsor is *JobsInTheUS.com*.

Terri Vieira, president and CEO of Sebasticook Valley Health, said the award is a recognition of the continued staff commitment to excellence at all levels.

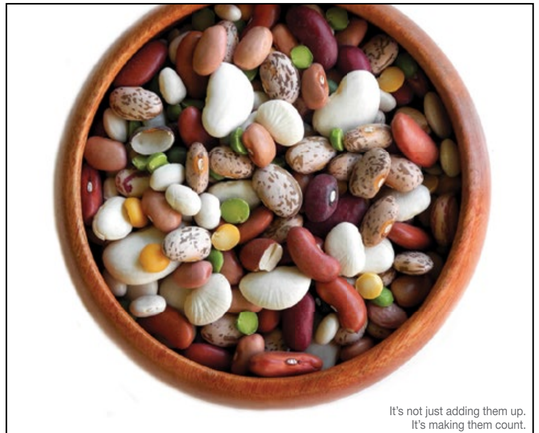
"I am exceptionally proud of the highly skilled and talented staff here," she said. "Their daily contributions to serve our patients and community and their commitment to teamwork makes us one of the Best Places to Work in Maine."

This statewide survey and awards program was designed to identify, recognize and honor the best places of employment in Maine, benefiting the state's economy, its workforce and businesses.

The list of 75 companies is divided in three size categories: small (15-49 employees), medium (50-249 employees) and large (250-plus employees). Companies from across the state entered the two-part process to determine the Best Places to Work in Maine.

The first part consisted of evaluating each nominated company's workplace policies, practices and demographics. This part of the process

More SVH, **PAGE 47**



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SVH

CONTINUED FROM PAGE 46

was worth approximately 25 percent of the total evaluation. The second part consisted of an employee survey to measure the employee experience. This part of the process was worth approximately 75 percent of the total evaluation. The combined scores determined the top companies and the final rankings.

Sebasticook Valley Health was recognized and honored at the Best Places to Work in Maine awards ceremony on Oct. 7 and will be profiled in a special publication by Mainebiz.

Accredited by the Joint Commission, Sebasticook Valley Health comprises a progressive 25-bed critical access hospital with a wide range of outpatient services throughout the region.

"Sebasticook Valley Health is a proud member of Eastern Maine Healthcare System," Vieira said.

EMHS is an integrated health delivery system serving the state of Maine. The group offers a broad range of health delivery services and providers, including acute care, medical-surgical hospitals, a free-standing acute psychiatric hospital, primary care and specialty physician practices, long-term care and home health agencies, and ground and air emergency transport services.

Sebasticook Valley Health's new inpatient wing offers special care units and an extended care "swing bed" program for patients who need additional specialized care. Other services include a Women's Health Center, rehabilitation centers in Newport and Pittsfield, primary care offices in Clinton, Newport and Pittsfield, access to specialists and surgeons at Pittsfield and Detroit locations, a Diabetes and Nutrition Clinic, a Courtesy Van transportation service for outpatients, and many community health, educational and support programs.

"Sebasticook Valley Health employees are people caring for people," Vieira said.

Photo contributed

Sebasticook Valley Health employees are recognized for their service and contributions that helped make the health services network one of the 2015 Best Places to Work in Maine. The 2015 award recognizes companies that have established and consistently fostered outstanding workplace environments, according to Terri Vieira, president and CEO. Some of those employees recognized at the Summit Award 2015 gathering were, from left, Shelley Edgecomb, Family Care; Illka Judkins, Specialty Care; Ella Buker, Pharmacy; Karin O'Donnell, Radiology; Lisa Petersen, Lab.

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10 easy ways for small businesses to use public relations to promote themselves

BY NANCY MARSHALL
The PR Maven®
Special to the Business Journal

Often, small business owners believe public relations isn't an option for them because they don't have time to do it themselves and can't afford to hire a PR firm. What they don't realize is PR is crucial to gaining and maintaining market share, and it's much more cost effective than advertising.

Here are 10 quick and easy steps businesses can follow to begin doing their own PR. They are excerpts from my new book PRWorks!, a PR how-to guide for small businesses.

First, understand how PR works. Strategic PR encompasses multiple tools used together to influence public opinion. These include media relations, social media, website development and design, special events, speaking engagements, the creation of collateral materials, community outreach and more.

PR differs from advertising in that businesses cannot control the message 100 percent of the time, particularly when it comes to the news and social media. The important thing to remember is to be authentic. Businesses who present themselves with honesty and integrity will naturally foster a positive public image.

Second, have a plan. Clearly state what you want to accomplish in the form of a goal. Then, lay out the actions you will take to achieve it. As you develop your tactics, be practical. Who are you targeting and what is the best way to reach them? How much time and money can you realistically invest in these efforts? It's better to focus on a few select initiatives you know you can do well than to create an extensive and involved strategy you cannot successfully implement.

Third, commit your story to paper. People love a good story. Tell yours in a way they will remember. Include interesting details that make your business stand out from the crowd.

For example, most of us know without thinking that the multi-billion-dollar Facebook had humble beginnings in a Harvard dormitory. This distinctive detail is the foundation of the Facebook story. Your own unique story, also known as a brand manifesto, will become the foundation of your brand. Tell it through PR. If you do it consistently, your fans will begin sharing your story with their friends and followers with little or no encouragement from you.

Fourth, invest in a great website. A website enhances credibility and gives companies, no matter how small, access to a global customer base. Website improvement is a never-ending process. It's important to analyze your site monthly to determine what users are gravitating to and what they are skipping over. By making small changes over time and giving website visitors more of what they want, you can increase the time users spend on your site and land more sales. Google Analytics is a free tool that helps you mine for invaluable data about how people are moving through your site. It is a shame how few businesses use it!

Fifth, establish a social media presence. Are you short on time? Then choose one social media platform and do it well. It's also as much about engaging people as it is about attracting more followers. Post at least several times a week, and avoid using social media as a hard sales tool. Instead, let your followers get to know your unique brand personality through your posts. Trivia questions, witty wisdom, engaging photography and whimsical, fun content get high levels of engagement.

Sixth, get the news media to take notice of your company. Get to know the reporters that write about your industry or product category. Read

More PUBLIC RELATIONS, **PAGE 49**

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Public Relations

CONTINUED FROM PAGE 48

their articles to determine what kinds of news piques their interest. Then, present them with relevant story ideas that involve your business. It doesn't have to be in the form of a press release. Pitches, essentially short email communications, are highly effective. Pitches can involve localizing a national news angle, human interest stories and presenting a completely new product or offering.

Seventh, build your professional network. People prefer to work with others they know, like and trust. That's why it's important to get out from behind your desk, meet people and shake hands. A strong network includes community leaders, professional peers, members of the media, potential clients — all the people that can help strengthen your business and enrich your personal and professional life with their insight. Keep network connections going by staying in touch through social media, email, face-to-face contact and the occasional hand-written note.

Even well-established companies need PR. If you are implementing your own PR program for the first time, the important things to remember are to start small, be realistic and know that momentum takes time to build. Developing an engaging website and establishing an active Facebook presence are good first "baby steps."

NANCY MARSHALL
THE PR MAVEN®

Eighth, establish yourself as an industry expert. If you make quilts, secure a panel position at your region's annual quilt conference. If biotechnology is your area of expertise, speak at key seminars on the subject. You can also publish a book, write columns for your local paper, host a complimentary chamber of commerce workshop, or develop a blog dedicated to your niche.

Ninth, build your PR capabilities over time. As your business grows, you may want to hire an agency or bring on a new staff member to handle the responsibility. If you don't have the budget to do these things, there may be an existing staff member with capacity and a desire to expand his or her role in your business. Qualities to look for include good writing skills, creativity, attention to detail, organizational skills and people skills. Becoming active in the Public Relations Society of America can also be beneficial.

Finally, measure everything you do. Measurement allows you to focus more effort on tactics that are most effective and adjusting or eliminating those that are not producing results. Do this, and your PR initiative will get better and better over time. Three basic performance metrics include website traffic analysis, news media mentions and social media interaction.

PR enables small businesses to establish a devoted brand following. Today, with so many messages coming at us from all angles, it is more critical than ever to be proactive about promoting your business. Even well-established companies need PR. If you are implementing your own PR program for the first time, the important things to remember are to start small, be realistic and know that momentum takes time to build. Developing an engaging website and establishing an active Facebook presence are good first "baby steps."

Nancy Marshall, The PR Maven® is author of the recently released book available on *amazon.com*, PR Works! How to create, implement and leverage a PR program for your small business. She holds an undergraduate degree from Colby College and an MBA from Thomas College. Her websites are at *www.prmaven.com* and *www.marshallpr.com*.

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Real estate market on the upswing in central Maine

BY DIANE PETERSON
Correspondent

Today's real estate market in central Maine is strong and on a slow climb back up from its peak in 2007.

That upward trend holds true in the sales of all properties as well as the average price of single family houses in Kennebec County, according to Bill Sprague Jr., principal at Sprague & Curtis Real Estate in Augusta.

"The market is good, it's quite active and there is a lot going on. It's still not back to the heyday levels and we may never get back there but the market is slowing improving," Sprague said.

Comparing numbers from Aug. 2014 to Aug. 2015, the number of single family houses that changed hands is up 10.2 percent, dollar volume is up 14.7 percent and sales prices are up 4.1 percent, he said.

"With the relative stability of oil and gas prices the absence of economic turmoil in the real and interest rates remaining low, confidence is back. Buyers are purchasing houses knowing they are probably going to get a good deal and a good interest rate."

LUCAS ADAMS, ADAMS REALTY MAINE, CHINA

CONSUMER CONFIDENCE ON THE RISE

Sprague and Lucas Adams, owner of Adams Realty Maine in China, agree that consumer confidence is picking up.

"With the relative stability of oil and gas prices the absence of economic turmoil in the real and interest rates remaining low, confidence is back," Adams said. "Buyers are purchasing houses knowing they are probably going to get a good deal and a good interest rate." Adams recently took over the business from his father Larry, who opened in 1984.

Sprague, who has been in the business since 1978 said: "For people to invest in real estate they need to have confidence in the future. They need to have a job, have confidence that they will continue to have a job."

The relatively stable base of economy in Kennebec Valley is a strong factor, Sprague said. He points to area employers such as the state, MaineGeneral Health, Togus VA and Central Maine Power Company.

There's good news for buyers.

"There's plenty of money available for people of all ages with jobs and decent credit," he said. "There are all sorts of opportunities for qualified buyers — from conventional loans to insured or government programs, including the Federal Housing Authority and Veterans Administration programs. Many people can buy a house with no money down."

While Adams believes the number of first-time buyers may account for a slight majority of buyers, he says today's buyers run the gamut to include people downsizing or upsizing according to changes in their lives.

More REAL ESTATE, **PAGE 51**

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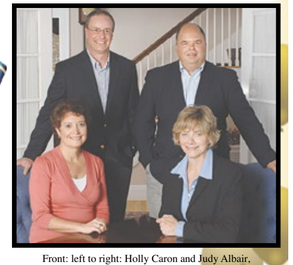
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Real Estate

CONTINUED FROM PAGE 50

BUYERS' MARKET

Because there are more houses for sale than buyers, it's still a bit of a buyers' market, Sprague said. In the past 12 months, he said there were 1,167 properties that changed hands, compared to 1,315 properties listed.

However, he said, this trend will change and slowly improve as more people enter the market. "It's definitely heading in the right direction," he added.

TIME TO SELL

Historically, there is more real estate activity in central Maine throughout the spring and summer. However, Sprague and Adams emphasize sellers shouldn't let that deter them from listing their property any time of year.

"Houses sell throughout the year. There are buyers all the time and it only takes one," Sprague said.

Adams said that during the past few years, winter has been a very active time.

"Buyers think they may get a better deal during the winter than in the summer when sellers don't have the added pressure of heating their homes," he said.

"The market is good, it's quite active and there is a lot going on. It's still not back to the heyday levels and we may never get back there but the market is slowing improving."

BILL SPRAGUE JR., PRINCIPAL, SPRAGUE & CURTIS REAL ESTATE, AUGUSTA

Waterfront property is the exception, Adams said, when the market is most active between April and August.

Overall, the market is rebounding which is very good news for both buyers and sellers, according to the two real estate leaders.

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Main Street Skowhegan: A decade of development

New director is on board

BY SUSAN VARNEY
Correspondent

It was a beautiful September day to wander downtown Skowhegan.

Antique store fronts and wonderful art and crafts shops were evident, as were The Bankery, an appliance and a furniture store and a jewelry shop — the traffic lights were working well and drivers were being kind to pedestrians.

Revitalization is ongoing, but still many possibilities exist for, as yet, empty stores.

And that is the challenge for the town's latest addition, a new director for Main Street Skowhegan.

Kristina Cannon, originally from North Anson, is a central Maine woman who has come home from school in Boston and work at Unity and Colby Colleges to live among friends and family.

With a master's degree in marketing and communication, Cannon brings her energy home to benefit the community of Skowhegan.

"I'm very excited to be here and expect to start by getting to know the business people of Skowhegan, and work to attract more people and businesses downtown," Cannon said, caught on her first day in her new venue.

Cannon's winning smile and energy were evident as we sat in the window of her second floor office at Main Street Skowhegan. She said she will continue the many projects already ongoing, from store front revitalization and restoration, to annual events such as Maple Festival in March, Main Street Gala Auction in May, River Fest every July-August, Block Party every September, and the Holiday Stroll every December.

Darcy Spooner at Country Crow Primitives, 61 Water Street was enthusiastic.

"I just met her at a meeting this morning," Spooner said of Cannon. " I like her excitement and energy." Dugan Murphy, former director who has started his own business Nuf Sed in Portland, "pulled things together and tied up a lot of loose ends," she said.

Photos by Susan Varney
Kristina Cannon is the new director of Skowhegan Main Street. Her first day was Sept. 16.

Steve Leakos of The Empire Theatre Art Gallery showed off his art in his working gallery piled high with paintings hung and stacked in every space and place. He is another local person who enjoys using his very individualistic and personal art to enhance the downtown. Finding your passion and going with it is what counts, according to Leakos.

River Roads Artisans Gallery at 75 Water St., is a co-op of artists who either work or pay a commission to display their wares. Candy Sol of Canaan, was on hand overseeing the works of art this day, including pottery, jewelry, paintings, rock art, cards and garden art.

Theresa Dubois, at The Bankery at 87 Water Street, is the mother of the owners of The Bankery and its next door neighbor, Skowhegan Fleuriste and Formalwear at 93 Water Street. She has worked at the shops since they opened 7 1/2 years ago. Cakes and pastries, quiche and all manner of delicious things were in demand as people came and went.

Main Street Skowhegan and Skowhegan Savings Bank have teamed up for Entrepreneur Challenge 2015, to aid the start up, or expansion of a local business. Since 2008, Main Street Skowhegan has worked with Skowhegan Economic Development in a Facade Improvement Program that awards matching funds to businesses for improving exteriors.

Meanwhile, around downtown, the Langlais Project is on display, which included the restoration of the Skowhegan Indian and obtaining other works of art by Bernard Langlais to be placed and distributed around town, both inside and out.

Gardens have popped up to beautify downtown, while volunteers, Main Street Skowhegan, the Skowhegan Area Chamber of Commerce and Skowhegan Rotary Club work with others organizations to bring beauty to it all.

Streetscapes have been improved with a new municipal parking lot, seasonal banners, pedestrian lights, pocket parks and walking trails, making downtown more welcoming and enjoyable to walk. A visitor's guide has made it easier to find the way.

Other events that take place with the help of local businesses, the Chamber of Commerce and Main Street Skowhegan include the annual Kneading Conference and Artisan

More SKOWHEGAN MAIN ST, **PAGE 53**

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Steve Leakos in front of his place The Empire Theatre Art Gallery downtown Skowhegan.

Skowhegan Main Street

CONTINUED FROM PAGE 52

Bread Fair, Skowhegan State Fair (since 1818), New Balance Tent Sale, Riverfest Haunted Hay Rides at the fairgrounds and Festival of Trees every December at Good Will-Hinckley.

Cannon says it is a good time to get involved; the excitement is palpable on the street as people go about doing and making things they love. Shop, donate, volunteer, join the fun during special events, she said. To learn how to get involved, see Cannon at Main Street Skowhegan, 93B Water St., Skowhegan, or call 612-2571, *info@mainstreetskowhegan.org*.

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Waterville Main Street emerges as a leader of community growth

Health, parking to be addressed in the coming year

BY NANCY GALLAGHER
Correspondent

"I feel like there's a theme emerging in Waterville in my world in the last year — and that's one of growth," said Waterville Main Street Executive Director Jennifer Olsen. She said that growth began with the Waterville Creates Consortium, the Healthy Waterville Initiative and the Colby Downtown Steering Committee and includes the regular team approach with the statewide Waterville Main Street directors.

The Maine Crafts Weekend, held the first weekend in October, was Waterville Creates' first attempt at having all arts organizations robustly participate in one weekend.

Through downtown Waterville, Waterville Main Street, the local farmers market, the local food bank, and the federal assistance food program, Healthy Waterville will focus this year and next on food systems.

They are looking at how people are accessing good nutrition in their communities.

"That's one of the first markers of people's health. is that they can access healthy food — we want to have a community that is embracing health," Olsen said. "We are connecting our activities to try to link our most under-resourced people with available resources."

Stakeholders in the Downtown Steering Committee convened by Colby College are working to determine ways to more fully develop Waterville's downtown, according to Olsen. A primary step has been to invest in three distressed historic buildings in the downtown. More community conversations are planned regarding the highest and best use of these buildings to further downtown development.

Another component for development is a comprehensive analysis of existing conditions for traffic and parking.

The national Main Street program currently is revamping and refreshing its current program model that was introduced in the 1980s, Olsen said. Updated guidance on best practices to create thriving downtowns will include revised policies at the national, state and local levels, reflecting what is currently happening on the street. While its mission remains to advance preservation-based economic development, its approach will change from discreet groups meeting exclusively on a single topic to several groups "pulling together on some really key, bigger-picture challenges more broadly based in the community," Olsen said.

Waterville is one of 24 communities in the nation selected to participate in the One Hundred Million Healthier Lives Project, convened by the Robert Wood Johnson Foundation.

The Project's goal is to have learning and teaching around specific community strategies to increase equity for all citizens. Six local team members will attend school as part of a national collaboration to share ideas and work around the stumbling blocks to improving community health outcomes.

Waterville Main Street will partner with United Way of Mid-Maine to be trainers in service enterprise, a best practice for volunteer engagement. Service enterprise is a ranking measure for nonprofit excellence, and this education and accreditation program will enable Waterville Main Street and United Way of Mid-Maine trainers to assist other nonprofits to thrive using this model.

"I'm really excited about what's going to happen in the next year. I don't know what the ultimate success point is, but I'm really happy to be on this journey for Waterville at this time," Olsen said.

Waterville Main Street is located at 44 Main Street, Suite 202, Waterville, Maine 04901. To contact: Telephone is 680-2055, website. *www.watervillemainstreet.org* or on Facebook.

Contributed photo
A pop-up mini golf course occupies Waterville's Main Street.

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JENNIFER OLSEN, EXECUTIVE DIRECTOR, WATERVILLE MAIN STREET

Contributed photo
Planner Dugan Murphy addresses volunteers during a recent Colby College event.

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Central Maine wineries, brewery court success

Making the leap from hobby to business

BY DIANE PETERSON
Correspondent

What began as hobbies, sparked passions that fueled three entrepreneurial ventures in central Maine.

That's one of the common threads that runs through three central Maine businesses: Tree Spirits Winery & Distillery in Oakland, Two Hogs Winery in Vassalboro and Liberty Craft Brewing in Liberty. Another thread is dedication to local products and promoting the local economy. Although most of their enterprises are not full-time jobs, they satisfy their entrepreneurial spirits and are a source of fun and satisfaction.

TREE SPIRITS WINERY & DISTILLERY

As its name suggests, the winery and distillery owned by Karen Heck and Bruce Olson features the bounty of Maine trees — apples, pears and maple syrup. One of only three Maine wineries that distill their wine into spirits — and the only one to use maple syrup — Tree Spirits got its start with a home brewing kit as a way for partners Heck and Olson to enjoy wine while avoiding its escalating price. That was 20 years ago. Just recently, Olson began devoting full-time to the business.

To make traditional wine from grapes, they first bought grapes grown out of state. Not satisfied with the quality, Olson began searching for alternate sources of natural sugars.

"The grapes weren't the freshest looking and were expensive, so we started thinking about what we could

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Diane Peterson photo

Bruce Olson and Karen Heck at their Tree Spirits Winery and Distillery in Oakland in front of some of their award-winning wines. They are the only distillers of absinthe in New England.

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Business

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get locally. Apple cider was the obvious choice," he said.

Maple syrup soon followed, when Heck, who describes herself as "the idea person," suggested Olson tap the maple tree in their yard. Their maple-based products were born.

Today, the winery and distillery gets its cider, including pear, from The Apple Farm in neighboring Fairfield and its maple syrup from the Bacon Farm in Sidney.

"Our whole point is to support the local economy, including the resurgence of Maine agriculture, have fun and help our own economy," Olson said.

Olson said initially fruit wines can be a hard sell because people aren't familiar with them. "If we can get people here to try our products, they're often pleasantly surprised."

The products are also a popular tourist purchase.

"Often tourists buy it, bring it home and give it to friends because it says Maine and it's unique," he said.

Their line of sparkling and other wines include an extra dry and an apple picnic wine, a Maple Demi-Sec, Maple Storm and a Pear Extra Dry. Distilling their wines into spirits was a natural fit. Spirits include Absinthe Verte, Applejack, Knotted Maple and Pear Brandy.

The idea for absinthe stemmed from a freshman English paper Olson wrote in the early '70s. Intrigued by the spirit, which was referenced in the story for the writing assignment, he researched it and received a good grade. Forty years later, while in Montana, they came across a man making the product and decided to add it to their line. Using locally sourced and organic herbs, they are now the only distillers of absinthe in New England.

"There's a mystique about absinthe that made it very popular now that it has become legal again. Because of the way Maine regulates the distribution of liquor, we're not sure who is drinking it, but we do know we continue to sell out," he said.

Diane Peterson photo

Ann Dube, owner of Two Hogs Winery in her store and tasting room in Vassalboro. Dube specializes in berry and fruit wines.

TWO HOGS WINERY

Bitten by the wine-making bug after sampling a friend's blueberry wine, Ann Dube started making her own wine in 2004.

"I had blueberries in the freezer so I tried it on a fluke," she said. "Initially, I followed her recipe and it was to die for."

Dube soon branched out, tweaking the original recipe and using other berries and fruits including raspberries, black cherries, strawberries,

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Business

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cranberries, lemons, grapefruits, rhubarb, apples and peaches — anything she could either find or source locally. For a time, she also used her own concord grapes, but cut back when her own vines succumbed to too many consecutive wet Maine springs.

Encouraged by family and friends, she decided to parlay her passion into a business. After a year of research following the wine trail, a list of local wineries marketed by The Maine Wine Guild, Two Hogs Winery in Vassalboro opened its doors on Mother's Day in 2012.

Because she didn't finance her venture, she is in a good position. "If I happened to fail, there was no problem because I had plenty of wine to drown my sorrows."

But failure was the furthest from reality.

"It took off like a rocket," she said. "Every year it seems I can't make enough. I don't open until May and I run short by August. Wine just flies out of here. I'm just surprised and amazed," Dube said.

To address that issue, this year she invested in larger fermenting vats. A one-woman operation, Dube makes wine year round and does all the processing, clarifying, bottling, foiling, labeling and selling. While she has no immediate plans for expanding or giving up her job with handicapped students in the school system, she has some ideas fermenting for down the road.

Initially, she thought to sell the wine in her basement, where the wine making takes place. But insurance and fire safety red tape changed her mind.

After the price dropped at a log building available at Home Depot, she found her answer for a wine tasting room and storefront. The only requirements were the building had to be moved within a week. Enlisting the help of a friend whose business is to jack up and move buildings, and doing her own repairs on the structure, she was in business.

Like Olson and Heck, Dube gets a lot

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Diane Peterson photo

In addition to his brew pub, Guy Hews sells his beer in howlers and growlers, which patrons and return for refills — an environmentally-friendly approach.

Business

CONTINUED FROM PAGE 58

of tourist traffic during the summer months.

"Customers from out of state often return with friends who want to take something from Maine back home with them," she said.

Dube is grateful for the support she's received. "People come in and say 'wow, I didn't expect this.' A comment that's been made several times is that Two Hogs is a diamond in the rough. It's small, it's personal and they enjoy it."

Also, like Olson and Heck, Dube markets very successfully through the Maine Wine Guild. Every year the Guild encourages customers to follow the Maine Wine trail, a list of member wineries. Visitors have a chance to receive coupons and go into a drawing for a main prize.

While Olson and Heck also market their wines throughout Maine in 40 retail outlets, Dube had to cut back to only two vendors because she couldn't keep up with demand.

Although the business can be overwhelming at times, Dube said she really enjoys and appreciates her customers.

Liberty Craft Brewery

Like many Maine brewers, Guy Hews started out home brewing beer in the basement of his home. But when his wife got fed up with the mess he created, he knew he had to find a separate space.

He needed to look no further than right next to his house, located on beautiful acreage overlooking the Camden Hills in Liberty. He built a garage with a space above for brewing beer, which soon expanded beyond his original plan.

"I got carried away and kept adding on until I had a little pub on the second floor with beer on draft for my buddies and I to enjoy," he said.

At the urging of those buddies, he decided to turn it into a full-fledged microbrewery, which opened in Oct. 2014.

Unlike some breweries that specialize in one type of beer, Hews offers a variety of ales and lagers, following his own tastes.

"I do all styles. I knew I was going to brew the beers I like to drink and with a variety, everyone can find something they like. That's my simple philosophy," he said.

Early on, Hews discovered he couldn't keep the doors open if he didn't expand from serving beer only.

"We're not an entertainment facility where people come and stay for hours. So in April we added dining and snacks. Customers like to come in and drink beer, but they stay longer if they have burgers, fries and sandwiches."

Today he employs two part-time bartenders and a full-time cook.

Wanting to stay local, for his food supplier Hews choose Dennis Paper and Food Service. An employee-owned company based in Bangor, the company is committed to buying local products and believes that local, independent businesses are an important part of the economy.

Beer ingredients are a different matter.

With cost a major factor, he can't afford to get brewing ingredients locally, which cost approximately twice the amount than he gets from a national distributor. He does make one batch of beer annually with hops he grows himself.

Outside of his brew pub sales, Hews also offers beer for sale. Although he does package his beer in six-packs, he prefers to sell it in returnable growlers (which is the equivalent to a six-pack in one bottle), and returnable howlers (the equivalent to three 12-oz. beers). That is more profitable and much

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more environmentally-friendly.

"We're not set up to do a lot of bottling and I make little profit on it," he said. Instead, customers buy a package, which includes the container, which he fills with the beer of their choice, then caps. Customers come back for refills and get a deep discount on their sixth refill.

"The same amount of glass is in a growler that is in a six regular bottles. If you buy it in bottles, you're wasting glass."

He also markets his beer through The Maine Brewers Guild. Similar to the program available to wineries, the Guild offers a Maine Beer Trail, which includes participating members breweries. Brewery visitors can get a prize for completing the trail.

"We get at least 10 people a week participating in the beer trail. People really love it," Hews said. He also participates in a few of the brew fests the Guild sets up throughout the year around the state.

Hews has no desire to give up his day job as a project manager at the Maine Department of Transportation. Not only does it provide health insurance for his family, which includes his wife and four children, and a retirement plan, he enjoys the challenge of having a business on the side.

"I've always been the kind of person who can't sit still. I enjoy the challenge of working a full-time job, managing staff, brewing beer and being busy all the time." He also enjoys his customers and drinking beer.

"If I were to expand, I would add staff, not give up a job I like," Hews said.

Hews encourages people to try out his beer and pub.

"Because we're a little off the beaten path, (2.7 miles from Route 3), we are a destination brewery. We're worth the trip — good beer, good view and well worth the trip," he said.

Diane Peterson photo

Patrons at Liberty Craft Brewing enjoy a spectacular view of the Camden Hills.

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1985-The existing facility was renovated adding a two story parts department
1991-Central Maine Motors purchases Northeast Dodge-Toyota, moving Pontiac, Cadillac franchises to 420 KMD.
1992-Central Maine Motors acquires a Chrysler-Plymouth dealership and added Dodge combining the 3 nameplates back to the 198 College Avenue
1994-Central Maine Motors purchases a Buick-Oldsmobile-GMC dealership and relocates them to the 420 KMD rooftop, now offering Pontiac, Buick, GMC truck and Toyota at that location
1996-Central Maine Motors purchases a building on 30 Airport Road which becomes a state of the art collision center and a rental department
1997-Chris Gaunce, after working with GM for 4 years moves back to Maine to join the company
1997-Jeep was added to the College Avenue rooftop, now housing Chrysler, Plymouth, Dodge and Jeep
1998-Central Maine Chrysler Dodge Jeep was moved to its new locations at 300 KMD.
1998-The Chevrolet franchise was added to the 420 KMD store, now selling Chevrolet, Pontiac, Buick and Toyota.
2001-A new building was constructed on 15 Airport Road to house the Toyota franchise, Operating as Central Maine Toyota
2005-Central Maine Toyota adds the all new Scion franchise to its line-up
2007-Central Maine Motors Reconditioning Center was opened at 23 Airport Road providing reconditioning services for all of our locations as well as for the general public
2010-Celebrating 75 years as a family owned business while serving the automotive needs of the Central Maine area
2011-Company structure change from two operating companies, to 4 operating companies due to large growth from operations.
2012-GM and Toyota build new additions for service.
2013-Service addition at Central Maine Toyota
Complete renovation at Central Maine Motors, including a drive-thru service area.

Central Maine Collision Center
30 Airport Road, Waterville

Thank you to all of our customers and employees for your loyalty over the past 80 years.

Central Maine Reconditioning Center
23 Airport Road, Waterville

Central Maine Chrysler - Dodge - Jeep
300 Kennedy Memorial Drive, Waterville

Central Maine Motors - Chevy - Buick
420 Kennedy Memorial Drive, Waterville

Central Maine Toyota Scion
15 Airport Road, Waterville

It's Your Health. It's Your Choice.

Matt Walsh *of Greene, an instructor at Central Maine Community College in Auburn.*

Major heart surgery: safer procedure, faster recovery

Suspicious of a flutter in his chest and mindful of a family history of heart issues, 33-year-old Matt Walsh spoke to Central Maine Heart and Vascular Institute cardiologist Dervilla McCann, M.D. As it turned out, Matt had a heart valve problem.

The appointment with Dr. McCann led to a conversation with CMHVI cardiothoracic surgeon Paul Weldner, M.D. After doing his research, Matt concluded that CMHVI was the best option for treatment.

"Everybody I talked to said that if I was going to have heart valve surgery, Dr. Weldner was the guy to do it," Matt said.

On the morning following his procedure, Matt was up and about. After three nights at CMHVI he went home. Within a couple weeks he was back to life as usual.

About Minimally Invasive Valve Surgery

Minimally invasive mitral valve repair and replacement is performed through tiny openings in the chest. This approach, performed with thin, high-tech instruments, miniature cameras, and special techniques, eliminates the need for a large incision through the breastbone. Minimally invasive surgery usually results in faster recovery and fewer complications. Dr. Weldner also performs minimally invasive aortic valve repair and replacement.

Paul W. Weldner, M.D., Cardiothoracic Surgeon

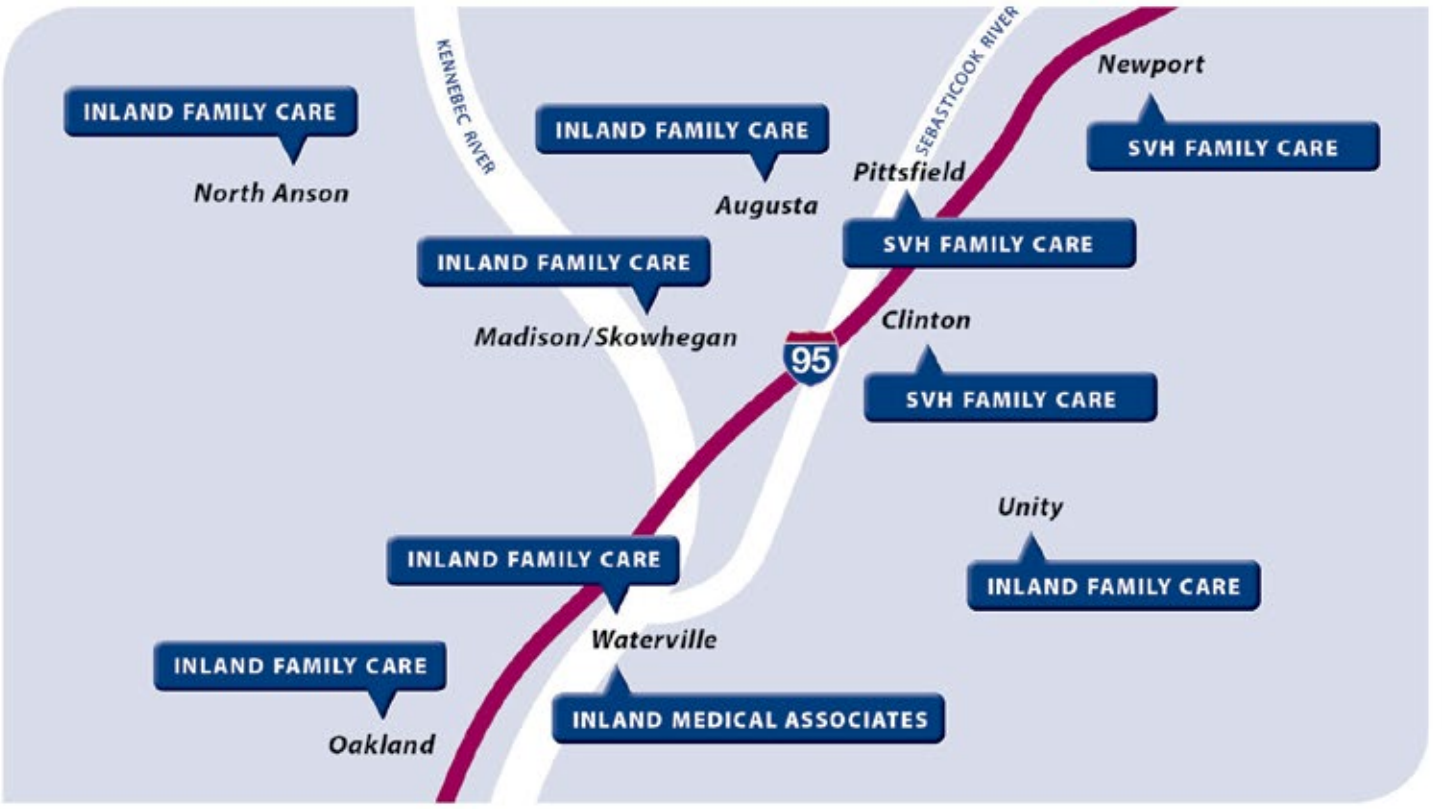
Dr. Weldner has nearly two decades of experience in surgical care of the heart and major blood vessels. He has trained extensively in the United States and Europe in minimally invasive valve surgery and valve replacement. He is certified by the American Board of Surgery and the American Board of Thoracic Surgery.

1-800-760-6622 or 795-8260
www.cmmc.org/heartandvascular

It's your choice.
It's all here. CMMC.

Central Maine Heart and Vascular Institute
The Central Maine Medical Family

13 Convenient Locations for you!



Choose a primary care provider close to where you live or work

Live in Pittsfield but work in Waterville? Work in Augusta but live in Newport? As members of the EMHS family, **Inland and SVH are connected**, and that means we've got you covered with **13 convenient primary care locations**. You'll be assured of high quality care, programs and services to keep you healthy, and easy access to specialists if needed—whether you want a provider close to home, or one close to work.

Inland Hospital
EMHS MEMBER

Inland Provider Finder Service: 800-914-1409

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North Anson 167 Main St.
Oakland 74 Water St.
Unity 80 Main St.
Waterville 16 Concourse West
Waterville 10 Washington St.
Waterville Three Rivers 180 Kennedy Memorial Dr.

inlandhospital.org

Inland Medical Associates

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Waterville 180 Kennedy Memorial Dr.

SVH
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CALL TODAY
to find the provider who's just right for you & your family!