

# PROGRESS

MAGAZINE

JULY/AUGUST 2016



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THE STORY BEHIND

# Climate Control

The Area's Fastest Growing  
HVAC Contractor

# NVC takes care of your system from start to finish!

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Becker's Hospital Review has recognized Sanford Aberdeen as having one of the lowest door-to-diagnoses emergency department wait times in the country. With the region's only team of physicians specially trained in emergency medicine, you get the timely care you need and the expertise you can trust.

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

**SANFORD**  
Aberdeen



018002-01030 4/16

# Meet Climate Control

## The Contractor Obsessed with Your Comfort

Owner Cam Schock grew up in the heating and cooling industry, working for his father's business in Eureka. After college, he moved to Aberdeen and worked for commercial HVAC contractors and eventually took a job at an engineering firm, designing large systems for local projects, many of them geothermal.

Over the years, Cam developed a love for residential customers who noticed and appreciated the extra effort and workmanship he put in to their projects.

"There is truly a higher expectation for comfort in the home," says Schock. "So I design each system to compliment the homeowners' preferences and lifestyle."

When he launched Climate Control, equipped with decades of working experience and a solid knowledge of system design, he narrowed his focus to residences and created a goal of exceeding customer expectations with every service call and installation.

His dedication to going above and beyond quickly created more work than he could handle on his own and he went to work building a team of professionals equally dedicated to putting customer comfort and experience first.



**Climate Control is Hiring Great People. Apply Today!**

### Conventional HVAC

Climate Control technicians always show up promptly, listen to fully understand your issues, offer the best options and work efficiently to get every job done. They have been trained on how to get the most life out of equipment and will work hard to exceed your expectations.

Climate Control will get to know you and understand how you live in your spaces. Then, they help you choose the most energy efficient cooling and heating system for your budget, tailored to you. They design all projects from start to finish on both existing and new construction.

### Geothermal Systems

Climate Control is the region's foremost leader in geothermal installation. If you're building a new home or want to make your current home more efficient and comfortable, they will perform and review a cost analysis and calculate a return on investment to determine if geothermal is a good fit for you.

Climate Control has installed many systems in South Dakota, giving them the knowledge and experience to do the job right. Each technician is NATE Certified having completed industry standard training and testing to perfect their skills.



*\*Paid Promotional Space*



"Climate Control did a very good, neat job. I can't say enough about them."

**- CHARLES BOWAR**



"We were very impressed with the whole situation and have no complaints whatsoever. We'd recommend Cam highly."

**- DON & LORI KRAUSE**

Read these and other stories about real Climate Control customers at [ClimateControlProfessionals.com](http://ClimateControlProfessionals.com).

### Other Services

**Fireplaces // Outdoor Heat & Light  
Dust Control // Ice Melt // Pool Heat  
Ductless Systems // Humidity Control  
Radon & CO Testing // Indoor Air Quality**

*\*Paid Promotional Space*

**Call Today! 605.225.9822**  
Visit online at [ClimateControlProfessionals.com](http://ClimateControlProfessionals.com)



# ABBY Award Nominations Now Being Accepted!



**Gail L. Ochs**  
President, IOM  
Aberdeen Chamber

In just a couple months, the Chamber will be hosting the 22nd annual ABBY Awards where we will recognize 10 different businesses or organizations within our community. Each year, we receive hundreds of nominations, and every year we hear

from businesses and organization who choose not to complete the application. We understand that filling out an applications takes extra time and sometimes businesses don't want to "toot their own horn" but submitting an application for an ABBY Award or any other regional, national, or industry-based award is well worth your time.

Here are five reasons why simply completing and award application is good for your business or organization:

- **Marketing** – Just being an award nominee can improve brand awareness and promote your business to new customers. If you receive the award, make sure you maximize your exposure and update your marketing materials with the award logo including business cards, website, literature, email and sales material. Awards celebrate hard work and success

so it's important to make sure that people know what your business has achieved. Winning a business award can open the doors to new customers, contracts, and new markets for your business.

- **Benchmarking** - The application process for entering a business award can often force you to look at your business from a different perspective and compare yourself to your competitors. You'll need to make sure that you stand out from the competition whether that's through innovation, diversity, growth, customer service, investment in people and strategic thinking. This will help you think about ways you could be doing things better and identify areas for improvement and is one of the ways your business could benefit that could be more valuable than the prize itself.

- **Increased Credibility** - A business award win or nomination can act as a 3rd party endorsement for your business. A win can give a seal of approval to your activities and is a sign of quality for potential customers. It also helps with relationships with suppliers as it differentiates you from your competitors.

- **Employee Motivation** - Awards recognize the hard work and achievements of your employees, so winning can help boost staff morale and improve motivation. Employees are focused on what's great about the company they work for and can feel

proud to be a part of it. Maximize this by making sure staff feel included by attending the awards ceremony and by holding a staff meeting to celebrate your victory.

- **Attract Talent** – Attracting a qualified workforce is the number one issue facing many Aberdeen businesses. Business awards validate your hiring stature among new recruits. By pitching yourself as the best you can attract the talent you need to push your business forward. Increased employee morale will also help attract and retain new recruits.

Now that you know the reasons why, we definitely hope to see more businesses completing and submitting applications for this year's ABBY awards as well as many others offered to you throughout the year. Abby award applications are available on our website at [www.aberdeen-chamber.com](http://www.aberdeen-chamber.com) or you can call the Chamber and we will email out forms to you or the business/organization you nominate. Applications are due by August 26, 2016 and all ABBY awards winners are selected by a panel of judges from Chambers throughout the United States. The ABBY Awards will be presented at the annual ABBY Awards Banquet to be held on Thursday, September 15, 2016 at the Dakota Event Center, Aberdeen, SD.

## Weismantel Named CVB Executive Director

Casey Weismantel has been selected as the new Executive Director of the Aberdeen Area Convention and Visitors Bureau (AACVB). Mr. Weismantel comes into the position with over 24 years of sales and customer service experience, including 11 years as the Convention Sales Director at the AACVB. During his tenure as Convention Sales Director he was directly in charge of promoting tourism and outdoor recreational opportunities of northeastern South Dakota by representing the area at many annual travel and tourism events across the region. He has also been instrumental in

bringing conventions, sporting events, and exhibitions to the Aberdeen area for the past 11 years. As an avid outdoorsman, he has been managing all facets of outdoor marketing relations including the Sportsman Coop and HuntFishSD.com. He is a member of the Outdoor Writers Association and the Association Great Lakes of Outdoor Writers, and has hosted many outdoor television personalities.

Mr. Weismantel is also very involved in the community as an active member on local business boards including Dacotah Prairie Museum and Consolidated Hub Co Federal Credit

Union. Additionally, he is also a lifetime member of Pheasants Forever and a graduate of Leadership Aberdeen, Class of 2006. His enthusiasm for the Aberdeen Area is evident in all that he does and his leadership will enable the Aberdeen Area Convention and Visitors Bureau to reach bigger audiences in the future.



# Fellow AACC Colleagues...



**Carl Perry**  
2016 Chamber Board Chair; Sr. VP Progressive Financial

It is an outstanding opportunity to address you in our Progress Magazine. Life is Good in Aberdeen and it keeps getting better when you do business with local businesses, who like you, support the efforts of the Chamber and work each day to better

our community and region. We are in the process of ...writing our story! Supporting local business is more than just a good idea, it just makes sense. Dollars spent local stay in our community and have a compounding effect that trickles down to every level, from increased jobs to increased spending. Goods and services are purchased, jobs are created, community infrastructure is improved, and our community thrives. Everyone benefits.

This is a time for change for the Chamber. Cory & Elizabeth Bollinger of the Aberdeen American News are leaving our community and will be greatly missed. We have added Jack Hollinsworth of JDH Construction as our newest Executive Board member. We are pleased to have Kellie Ecker come on the board to complete our team.

Our mission remains the same: "Serving as the leading business advocate for the economic health and vitality of our membership, our community and the greater Aberdeen area". We hope to see you at an upcoming Business After Hours, where we're giving special recognition to Chamber members that have reached or exceeded 50, 75 and 100 years in business. We have implemented Chamber for Good and we are exploring a new card system to replace our gift check program to gift cards, possibly yet this fall. I'm sure many of you like the Membership Directory and Resource Guide and find it useful for conducting business in this area.

We have four priorities: 1) Member Services, 2) Organizational Enhancements, 3) Workforce Development and 4) Community Development. We want to change and adapt to meet the

needs of our membership by concentrating on recruitment, activation and retention. We want to attract new members (recruitment); we want to get more of our members involved in social and networking programs (activation) and we want to make sure we have something to offer our members so we can continue to maintain our volunteers and grow (retention). Please get involved with any of our committees – Agriculture, Diplomats, Government Affairs, Health & Wellness, Military & Veterans, PICP (Partners In Community Pride), Transportation, Workforce & Education or attend a CART (Community Action Response Team) meeting Thursday mornings at 8:30.

Thank you for this leadership opportunity. We will work to meet your needs...let's write our story together.

## Fischer Joins Chamber Staff



Bea Fischer

Growing up in rural North Dakota, I discovered a passion for community engagement and community development. The vision of the Chamber of Commerce is something I believe in; the need to bring

businesses and individuals together allowing them to build consensus and get involved. My past experience in non-profit work, fundraising, event planning, and recruitment has prepared me for my new role as Director of Member Services and Events. Being a part of the Chamber team is a great privilege, and I am excited to be a part of an organization that has a great contribution to the community.

## Board of Directors

### Executive Board

Carl Perry, Chair Progressive Financial Services  
Dr. Marje Kaiser, Chair-Elect SDSBVI  
Eric Brenner, Vice-Chair Alliance Contracting  
Dawn Williams, Treasurer SD Dept. of Labor  
Jack Hollinsworth, Secretary JDH Construction  
JoEllen Lindner, Past Chair Northern State University

### Full Board

Kellie Ecker SD Mfg. & Tech. Solutions  
Julie Fischbach Mainstream Boutique  
Robert Goscicki Aberdeen Federal Credit Union  
Nadine Gropp 3M Company  
Jim Kreber, ADC Board Liaison Wooden Mallet  
Jeff Poppen Sanford Aberdeen Medical Center  
Matt Prehn US Bank  
Cody Roggatz City of Aberdeen – Regional Airport  
Tanya Shafer Twin City Fan Companies  
Jerry Glatt, CVB Board Liaison Americal, Inc.  
Tom Snyder Avera  
Katie Washnok Blackout, Inc.  
Mike Bockorny, Ex-Officio Aberdeen Development Corp.  
Heath Johnson, Ex-Officio Aberdeen Downtown Assoc.  
Casey Weismantel, Ex-Officio Aberdeen Area CVB

## Chamber Staff

Gail Ochs President  
Bea Fischer Director of Member Services & Events  
Lisa Anderson Director of Public Relations, Committees and Programs  
Heidie Holmstrom Finance Manager  
Korine Grismer Administrative Assistant

www.aberdeen-chamber.com • 605.225.2860



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# Be a Hometown Host



**Casey Weismantel**  
Executive Director,  
Aberdeen Area CVB

Are you a member of a club or association that holds regional, state or national meetings? Do you serve on a board? Does your company hold annual meetings? With our Hometown Host program, staging an event in Aberdeen has never

been easier!

Whether it's 50 people or 1,000, the Aberdeen Area Convention and Visitors Bureau stands ready to help you be the perfect Hometown Host. If the job of bringing your organization's meeting to Aberdeen seems overwhelming, don't despair, we're here to help.

You'll have the assistance of our professional staff every step of the way. From finding the perfect venue, getting the best rate on hotel rooms, building attendance and getting media coverage, we promise, we'll do our best to make you look good. Best of all, our services are free!

As a citizen of Aberdeen, you know better than anyone that our area is truly special. Just imagine days filled with tours of our great attractions, there may be a few you have never experienced. Your group will enjoy the fun atmosphere of Aberdeen nightlife, dining at one of our incredible restaurants or enjoying a lazy afternoon drive through the breathtaking South Dakota countryside. In fact, there's so much to experience in the area, you might find it hard to fit your meeting into the schedule! That's why so many people like to arrive a day early or stay a few extra days.

We can help you find the perfect place to get down to business. Aberdeen offers an array of enticing locations: the Dakota Events Center, Best Western Ramkota Hotel and Convention Center, Aberdeen Parks and Recreation Convention Center, AmericInn Lodge and Suites and Convention Center and more.

Bring a meeting or event to Aberdeen and support our city! People who have never been lucky enough to visit our town will take home a lifetime of memories of this unique

region. Many convention goers can hardly wait to bring their families back for a vacation.

Tourism is a major economic driver, ranking as one of South Dakota's largest employers. Add the money spent shopping, seeing local attractions, buying local gas and staying in local hotels and you'll see that your meeting could have a significant impact. Here are some key points associated with travel and tourism: In the absence of the state and local taxes generated by visitors, each South Dakota household would need to pay \$825.00 to fill the gap. \$5,900 jobs are directly supported by visitor spending in our region of South Dakota. One in every 9 American jobs depends on travel.

As a Hometown Host, you'll feel good knowing you've had a positive influence on the economy of our area. Be a Hometown Host and become Hometown Hero!

To find out what it takes to host your meeting or special event in Aberdeen, please call Layton Holmstrom or Laura Ptacek, Convention Sales and Marketing Coordinators at (605) 225-2414.

# Chamber Welcomes Two New Board Members

**Kellie Ecker**

Employer: South Dakota Manufacturing & Technology Solutions  
Position: Business Advisor, Northeastern South Dakota  
Family: Daughter, Hailey

Hometown: Hettinger, ND  
Other Community Involvement: Aberdeen Chamber of Commerce Leadership Aberdeen 2000 Graduate, Partners In Community Pride and Government Affairs Committee member, past member of Military &



Veterans, Diplomats, and Healthcare Committee, Web Water Bottling Board of Director, Bethlehem Lutheran Church Human Resources Team, Rotary member, Watertown Workforce Council, South Dakota Rocky Mountain Elk Foundation State Leadership Team.

**Casey Weismantel**

Employer: Aberdeen Area Convention and Visitors Bureau  
Position: Executive Director  
Hometown: Aberdeen, South Dakota  
Other Community Involvement: Chair Member Aberdeen Sports and Recreation Committee, Member of CART,

Aberdeen Leadership Class of 2006, Consolidated Hub-Co Federal Credit Union (Vice President), Dacotah Prairie Museum (Board Member), Pheasants Forever (Life Member), Board Member of NESDWC (Northeastern South Dakota Walleye Club), Board Member of Aberdeen Curling Club, Member of Driftbusters Snowmobile Club





**Easton Castle/O-TE-LA Conservancy**  
1210 2nd Ave. NW • 290-3687



**Northern Plains Animal Health, PC**  
2503 W Hwy 12 • 226-3816

**NEW MEMBERS**

**CLR Farms Inc.**  
Lori Ash  
14214 425th Ave  
Bristol, SD  
605-228-0616  
mckanegreg@hotmail.com

**Consolidated Hub-Co  
Federal Credit Union**  
Ryan Bretsch  
1601 8th Ave NE  
Aberdeen, SD  
605-225-7711  
ryan.chfcu@nvc.net

**Crossroads**  
Monica Huber  
1702 6th Ave SW  
Aberdeen, SD  
605-725-5522  
monica.crtt@yahoo.com

**Easton Castle/O-TE-LA Conservancy**  
Mary Jo Maxwell  
1210 2nd Ave SW  
Aberdeen, SD  
605-290-3687  
maryjomaxwell13@gmail.com

**Embrace Orthotics, LLC**  
Kelsey Huber  
708 S Roosevelt St  
Aberdeen, SD  
605-725-0061  
eorthotics@gmail.com

**The Journey Church**  
Devin Hebeisen  
502 E Melgaard Rd  
Aberdeen, SD  
605-262-0514  
journeyman1@midconetwork.com

**Legacy Financial Partners/  
Ameriprise Financial**  
Josh Bowen  
517 S Lincoln St  
Aberdeen, SD  
605-725-5770  
joshua.bowen@ampf.com

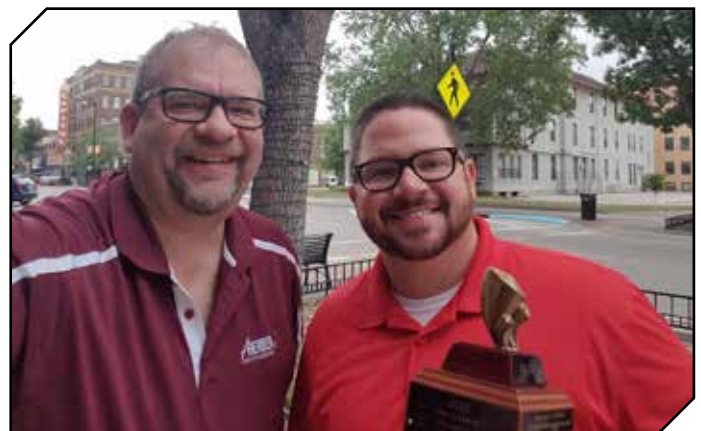
**South Dakota Army National Guard**  
Jamie Bachman  
115 South Roosevelt St  
Aberdeen, SD  
605-415-7472  
jamie.j.bachman.mil@mail.mil

**Brent & Vicki Zimmerman Farms**  
Brent Zimmerman  
14648 423rd Ave  
Bristol, SD  
605-492-34841  
byzimmer@nvc.net

**\*YOU ARE AN AWESOME AMBASSADOR (YAAAA)**



Brent Brandt with the Aberdeen Downtown Association was chosen to receive the YAAAA Award in May. Presenting the award is Jolene Malsam, Compquest Technology, April YAAAA winner.



Brent Brandt, May YAAAA Award recipient, representing the Aberdeen Downtown Association, presents the June YAAAA Award to Matt Trevor, Gold Pages Publishing.



**Central Villas/Aberdeen Housing Authority**  
1901 S Merton St • 226-2321  
[www.aberdeenhousing.com](http://www.aberdeenhousing.com)



**Embrace Orthotics**  
708 S Roosevelt St, #2 • 725-0061  
[www.facebook.com/embraceorthotics](http://www.facebook.com/embraceorthotics)



**Hub City Events**  
416 Production St • 314-484-3274  
[www.hubcityevents.org](http://www.hubcityevents.org)



**Jency Agency & Mehlhoff Associates**  
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[www.jencyagency.com](http://www.jencyagency.com)



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





**Next Generation Performance Center**  
 3315 6th Ave SE, Ste 6 • 725-6398  
[www.nextgymnastics.com](http://www.nextgymnastics.com)



**The Fuze**  
 3315 6th Ave SE • 262-3025



**Famous Footwear**  
 3315 6th Ave SE • 725-6797  
[www.famousfootwear.com](http://www.famousfootwear.com)



**Relaxing Touch Day Spa**  
 601 Riverside Dr • 262-0454  
[www.RelaxingTouchDaySpa.net](http://www.RelaxingTouchDaySpa.net)



June 3, 2016

**2016 Free Spring Residential Cleanup Summary**

April 29 – May 14, 2016

	TRASH	METALS	TIRES	TREES	TOTALS
Aberdeen CITY	156,120 lbs.		15,040 lbs.		171,160 lbs.
BC LANDFILL	742,060 lbs.	151,540 lbs.	57,180 lbs.	180,000 lbs. estimate	1,130,780 lbs.
TOTALS	898,180 lbs.	151,540 lbs.	72,220 lbs. 3,611 PTE's *	180,000 lbs. 900 vehicles x 200 lbs.	1,301,940 lbs. 650.97 ton

**VEHICLE COUNT LANDFILL: 3,911 (2016) 3,866 (2015)**

\*PTE's: Passenger Tire Equivalents / 20 lbs. per tire



**Humpty Dumpty's Great Fall at Storybook Land**  
 Wylie Park, N. Highway 281  
[www.aberdeen.sd.us/storybookland](http://www.aberdeen.sd.us/storybookland)

# Clinic, Acute Care, or ER?

Where should you go for medical care?



When you are sick or injured and your primary care provider is not available you have many options for your care: Physicians clinic, acute care or the emergency room. When quick medical attention is needed for a non-life-threatening problem there are multiple convenient locations for acute or urgent care in the Aberdeen area.

These clinics may offer many of the same services of your primary care provider however each option serves a slightly different purpose, so it is important to understand where to go when you need help or assistance.

When to visit the clinic:

When you have a condition that requires routine health care like diabetes, high blood pressure or long term joint pain your provider's clinic will be a great option for continuation of your care going forward. Please schedule your appointments for these types of concerns during your provider's normal office hours.

When to visit an Acute/Urgent/Quick Care center:

Medical care facilities understand that illness and injury can occur at any time and you may need immediate medical attention for minor, uncomplicated illnesses. Examples of these situations may include:

- Sore throats
- Earaches/Sinus
- Cough/cold/flu symptoms
- Respiratory infections
- Sprains or strains
- Urinary tract infections
- Sexually transmitted diseases
- Pink Eye
- Simple skin rashes or burns
- Fevers
- Minor headaches
- \*Small cuts possibly requiring stitches
- \*AveraQuick does not handle sutures

When to visit the Emergency Department:

Life threatening emergencies and late night trauma will require an immediate visit to the hospital. Please go directly to an Emergency Department or call 911 for:

- Pain in Chest, Arm or Jaw
  - Coughing or vomiting blood
  - Deep wounds or heavy bleeding
  - Severe pain anywhere on the body
  - Shortness of breath
  - Seizures
  - Suspected broken bones
  - Head injuries with or without loss of consciousness
  - Poisoning
  - Childbirth/labor
  - Suddenly unable to speak, see, walk or move
  - Severe allergic reactions with trouble breathing, swelling or hives
  - Sudden weakness or drooping on one side of the body
- Options in Aberdeen for Acute/

Urgent/Quick Care include but are not limited to:

**AveraQuick**

Inside Kessler's 605-622-4000  
621 SE 6th Ave.  
M-F 8am-7pm  
Saturday 8am-4pm  
Sunday 10am-5pm

**Avera Urgent Care**

State Street Medical Square 105 S. State St  
605-622-8690  
M-F 4pm-8pm  
Saturday 8am-1pm  
Sunday Noon – 5pm

**Horizon Health Care**

506 S Wilson St  
605-725-3900  
M-F 8am-5pm  
Walk-In's Welcome  
Currently no designated acute care hours

**Sanford Acute Care**

3015 3rd Ave SE  
605-725-1700  
M-F 4pm-8pm  
Saturday 9am-1pm  
Sunday 1pm-5pm

Avera St Luke Hospital's Emergency Department is located at 305 S. State Street.

Sanford Aberdeen Medical Center's Emergency Department is located at 2905 3rd Ave SE.

*\*Information compiled by members of the Health & Wellness Committee.*

## CHAMBER COMMITTEES:

**AGRICULTURE COMMITTEE**

Purpose: to establish communications between the business community and the rural agriculture community; to increase education, promote interest and understanding of the agriculture community. The Ag Committee meets the second Friday of every month at noon.

**AMBASSADORS**

The Ambassador Committee serves as the public relations arm of the Chamber. Members are selected on a nomination basis to represent the Chamber at new businesses, ground breaking ceremonies, and ribbon cutting events. The Ambassadors meet the second Tuesday of every month at 12 pm for a monthly meeting and visits, but also meet throughout the month to attend community events as indicated above.

**CART – COMMUNITY ACTION RESOURCE TEAM**

CART Meets every Thursday at the Chamber office from 8:30-10 am. Topics focus on Aberdeen and regional issues, projects and events. All are welcome – promote your events, business and projects; network with community and business leaders; get informed.

**DIPLOMAT COMMITTEE**

Purpose: to strengthen membership by recruiting new members, visiting current members, and implementing retention strategies. (Committee selection is on a nomination basis.) The Diplomat Committee meets the second Thursday of every month at 3/3:30 pm at various locations in the Aberdeen area.

**GOVERNMENT AFFAIRS COMMITTEE**

Purpose: To strengthen communication between the community and government entities; and serve as the catalyst for forums, panels, town meetings, etc. The committee meets the first Thursday of every other month at noon at the Ramada.

**HEALTH & WELLNESS COMMITTEE**

Purpose: to provide information and resources to Chamber members so that they may better provide an environment which promotes wellness amongst their employees. The Healthcare Committee meets the first Wednesday of every other month at 8:00 am at various locations.

**MILITARY/VETERANS COMMITTEE**

Purpose: to promote a positive working relationship among the community, employers, and area military and veteran groups while also heightening the awareness of the military and veteran presence in the Aberdeen area. The committee meets the first Tuesday of every other month at noon at the National Guard Armory.

**PARTNERS IN COMMUNITY PRIDE COMMITTEE**

Purpose: to coordinate residential and commercial projects that serve to beautify and cleanup the community with assistance from the community, city and county governments. The committee meets the first Friday of every month at 9 am at the Chamber.

**TRANSPORTATION COMMITTEE**

Purpose: to coordinate city, county and state officials to communicate key issues and projects for the community in the areas of ground, rail, air, rural, and city roads. The Transportation Committee meets the last Tuesday of every other month at 3:30 pm at the Chamber.

**WORKFORCE & EDUCATION COMMITTEE**

Purpose: to implement projects that partner the business community and educational institutions together to foster cooperation and interaction between business and education to ensure needs are being met. The Committee meets the third Wednesday of every other month at the Chamber.

# July

- 7.....NashVegas All Stars - Free Downtown Summer Concert, 7 PM @ Downtown Aberdeen
- 7, 14, 21, 28....Farmers Market, 2:30 PM - 6:30 PM @ Central Park
- 7, 14, 21, 25....Aberdeen Area Aqua Addicts Water Ski Show, 7 PM - 8:30 PM @ Dahme Lake
- 8.....Aberdeen Flea Market, 2 PM - 5 PM & July 9, 9 AM-5 PM @ Holum Expo Building
- 8, 15, 22, 29....Brown County Speedway Races, 7 PM @ Brown County Fairgrounds
- 9.....Scotty's 3rd Annual Beers and Bags, 5 PM - 12 AM @ Scotty's Drive Inn Bar & Grill
- 10-11 .....Wachs Golf Classic, 5 PM - 8 PM @ Moccasin Creek Country Club
- 14.....Phil Baker, Children's Entertainer, 2:30 PM-3:30 PM @ Granary Rural Cultural Center
- 14-17 .....Crazy Days Sidewalk Sale, 10 AM-6 PM @ Aberdeen Mall
- 15.....Presentation College Golf Tournament, 12 PM-4 PM @ Lee Park Golf Course
- 17.....CC Lee Golf Tournament, 7 AM-12 PM @ Lee Park Golf Course
- 17.....Old Time Music & Ice Cream Social, 1 PM-4 PM @ Granary Rural Culture Center
- 18-21 .....2016 Arts Education Institute, 8 AM-5 PM @ Northern State Universtiy
- 18-20 .....CDL Classroom, 5:30 PM - 9:30 PM @ The Training Place
- 19.....Brown County Farmers Union & Farm Safety Camp, 8 AM - 5 PM, Fairgrounds
- 19-20 .....The RuralX Summit, 1 PM - 4 PM @ Dakota Events Center
- 22-24 .....ASC SD Long Course B Championship @ Aberdeen Aquatic Center
- 22-23 .....Storybook Land Festival, 6 PM - 10 PM @ Wylie Park/Storybook Land
- 23.....Junior Achievement Bacon Run, 7:30 AM - 10 AM @ Pounder's Pub & Grub
- 23.....On the Road for Wishes Poker Run, 10 AM-7 PM @ C&S Motor Sports
- 30.....Blues, Brews & BBQ, 11 AM-12 AM @ Centennial Village, Brown County Fairgrounds
- 30.....Monster Truck Nationals, 7 PM-10 PM @ Brown County Speedway

# August

- 2.....Excel Advanced, 8:30 AM - 5 PM @ The Training Place
- 4, 11, 18, 25.. Farmers Market, 2:30 PM - 6:30 PM @ Central Park
- 4, 11, 25 .....Aberdeen Area Aqua Addicts Water Ski Show, 7 PM - 8:30 PM @ Dahme Lake
- 5-7 .....State 'A' Amateur Baseball Tournament, First Round @ Fossum Field
- 5, 12 .....Brown County Speedway Races, 7 PM @ Brown County Fairgrounds
- 7.....Men's Club Championship AM Golf Tournament, 8 AM-5 PM @ Lee Park Golf Course
- 8.....2nd Round City Junior Golf Tournament, 8:30 AM-9:30 AM @ Lee Park Golf Course
- 13-14 .....Whitetail Bowmen Archery State Field Archery Tournament, 7:30 AM - 5 PM @ Outdoor Range
- 13.....Dutch Oven Cookout, 5 PM-7 PM @ Richmond Lake Recreation Area
- 15-21 .....Brown County Fair @ Brown County Fairgrounds
- 20.....Aberdeen Adaptive Water Ski Event, 10 AM - 4 PM @ Dahme Lake
- 25-28 .....South Dakota Senior Games, all day @ NSU, Aberdeen Central and Family Y
- 25.....SD Senior Games Golf Tournament, 8 AM - 12 PM @ Lee Park Golf Course
- 25.....Tripwire - Downtown Summer Concert Series, 7 PM-12 AM @ Downtown Aberdeen
- 26-27 .....Bullet SportsWear Nationals - BCS Races, 5:30 PM - 10 PM @ Brown County Speedway
- 27.....Sizzling Summer Nights Car & Motorcycle Show, 3 PM - 8 PM @ Downtown Main Street
- 27.....Dakota Open Golf Tournament, 7 AM - 2 PM @ Lee Park Golf Course
- 29-31 .....CDL Classroom, 5:30 PM - 9:30 PM @ The Training Place
- 30.....Hub City Boy's High School Golf Tournament, 10 AM - 12 PM @ Lee Park Golf Course

Events calendar courtesy of the Aberdeen Area Convention & Visitors Bureau. For more information, go to [www.visitaberdeensd.com](http://www.visitaberdeensd.com).

## CHAMBER BIG DATES

### Military/Veterans Committee

July 5, Noon, National Guard Armory  
September 6, Noon, National Guard Armory

### Health & Wellness

July 6, 8:00 am, Horizon Healthcare

### CART

July 7, 8:30 am, Chamber  
July 14, 8:30 am, Chamber  
July 21, 8:30 am, Chamber  
July 28, 8:30 am, Chamber  
August 4, 8:30 am, Chamber  
August 11, 8:30 am, Chamber  
August 18, 8:30 am, Chamber  
August 25, 8:30 am, Chamber  
September 1, 8:30 am, Chamber

### Government Affairs

July 7, Noon, Best Western Ramkota  
September 1, Noon, Best Western Ramkota

### Diplomats

July 7, 3:00 pm, Chamber

### Business After Hours

July 7, 5:15 pm, Downtown Aberdeen  
400 block of S. Main St.  
No August Event

### Partners in Community Pride

July 8, 9:00 am, Chamber  
August 5, 9:00 am, Chamber  
September 2, 9:00 am, Chamber

### Ag Committee

July 8, Noon, SDSU Extension Office  
August 12, Noon, SDSU Extension Office

### Ambassadors

July 12, Noon, TBD

### Retail Theft Coalition

July 27, 10:30 am, Public Safety Building Community Room  
August 10, 10:30 am, Public Safety Building Community Room

### The Connection (Disability Task Force)

July 20, 2:00 pm, Chamber  
August 17, 2:00 pm, Chamber

### Workforce & Education Committee

July 20, 3:30 pm, Chamber

### Transportation Committee

July 26, 3:30 pm, Chamber

### New Faculty Luncheon

August 17, Noon, Dakota Event Center

### Consumer Ag Breakfast

August 21, 8:00 am, Brown County Fairgrounds Clubhouse

# Collegepalooza will be held August 25 in Downtown Aberdeen

On Aug. 25, Aberdeen will welcome back its college students and showcase all the community has to offer at the first-ever Collegepalooza.

Collegepalooza, Aberdeen's back-to-school celebration for Northern State University and Presentation College students, begins at 4:30 p.m. Thursday, Aug. 25, in downtown Aberdeen.

The schedule is as follows:

- 4:30 p.m.: Business walk
- 5:30 p.m.: "Guns-N-Hoses" tug o' war
- 7 p.m.: Tripwire concert

The event, which is free and open to the public, will also include drawings for scholarships.

Organizer Craig Green, marketing manager at iHELP Student Loan/Student Loan Finance Corporation, said Collegepalooza is a way to bring the Aberdeen community and the local colleges together.

"Students can learn more about

what Aberdeen has to offer, from restaurants, entertainment, products and services, churches and so much more," Green said.

The event provides a chance for businesses to promote their products and services and potentially find employees, he said. It also gives the community a chance to interact with NSU and PC students and learn more about each other.

Planning for the event has been a collaborative effort that has included the Aberdeen Area Chamber of Commerce, Aberdeen Downtown Association, Northern State University,



Presentation College and iHELP Student Loan/Student Loan Finance Corporation.

"We envision Collegepalooza will help in building a stronger community, and we also hope we can make this an annual event," Green said. "This year will be extra special not only because it's our first event, but we've tied it in with the Downtown Concert Series on August 25."

To participate in Collegepalooza or for more information, contact the Chamber at [info@aberdeen-chamber.com](mailto:info@aberdeen-chamber.com) or by calling the Chamber at 225-2860.

# Sanford Aberdeen Now a Verified Level III Trauma Center

Sanford Aberdeen has been verified as a Level III Trauma Center by the American College of Surgeons (ACS) Committee on Trauma. This achievement recognizes Sanford Aberdeen's dedication to providing lifesaving care for injured patients.

The ACS conducted an extensive on-site review earlier this year to determine that Sanford Aberdeen meets the criteria as a Level III Trauma Center, including comprehensive 24-hour immediate coverage by emergency medicine physicians; coverage by

general and orthopedic surgeons, anesthesiology services, acute care services, fully-equipped operating room availability, radiology, lab and blood bank resources; back-up care for rural and community hospitals; and other hospital services necessary for treating a trauma patient.

"This is an important part of Sanford Aberdeen's desire to provide the highest-quality care for our patients, close to home," said Ashley Erickson, executive director of Sanford Aberdeen. "This is the latest great

achievement for Sanford Aberdeen as we continue to be recognized as an area leader in emergency medicine and trauma services."

Previously, Sanford Aberdeen was verified at Level IV, reaching that level in early 2014 after being operational for just one year, which is a requirement for certification.



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# Backyard Grill Master Cook-Off Time Again!

It's time to get grilling! Specifically, at the Backyard Grill Master Cook-off at Centennial Village on July 30<sup>th</sup>. This is the 2<sup>nd</sup> year for this cook-off which is held in conjunction with Blues, Brews & BBQ-an Aberdeen Area Rib Fest.



be a team of one. A prize will even be awarded to the cook who has the best booth display. Full rules and entry form at [www.sdsnowqueen.com](http://www.sdsnowqueen.com). Entry deadline is July 25<sup>th</sup>.

**Blues, Brews, & BBQ is an Aberdeen Area Rib Fest** complete with beer garden, food vendors (specializing in ribs and other tempting food items), cook-off, assorted vendors and, of course, fabulous music playing all day into the night. New for 2016 is a beer tasting event from 4:00-6:00 (for a fee). Be sure to bring your ID to enjoy the beer garden and beer tasting.

Band line up:

11-12 – Kurt Smith & Hannah Kolb  
 12:20-1:20 – Jennifer Waddle  
 1:40 – 2:40 Double S Duo  
 3 – 4 – Kayla Clifford  
 4:20 – 5:20- Dominate 7 (NSU)  
 5:40 – 6:40 – Pete “ Pops” Burckhard

7 – 8 - Ron Parker Experience  
 8:20 – 9:20 Paper Airplane Kisses  
 9:40 – 10:40 The King Bees  
**10:40- 11:10 Pete Burckhard (playing during band break)**

11:10-12: 30 The King Bees

There will be a kids area, free and open to all ages, from 1-4 pm with barrel train, obstacle course from Sky High Inflatables, dunk tank featuring SD Snow Queens, a water gun race, maze and games galore with fun and prizes. The games will be under the Ken's Fairway Super Tent with the area sponsored by the Fraternal Order of the Eagles Aerie and Auxiliary and Ken's SuperFair Foods.

If you or your business would like to be involved by being a sponsor or volunteering, please contact Georgia Smith at 605-380-9743 or email [kgacres@nvc.net](mailto:kgacres@nvc.net).

What makes this competition so great is that anyone can participate and you can enter as many categories as you want. The main rule is that all food must be prepared on a grill. Categories include Ribs, Brisket, Main Dish, Side Dish or Dessert. It's a fun time for all because you can have team members to assist or

## Downs Named Northern State University President

Dr. Timothy M. Downs began as the 17th president of Northern State University on June 27.

Downs, formerly the provost and chief academic officer of New York's Niagara University, was named NSU president by the South Dakota Board of Regents in May. He succeeds Dr. James M. Smith, who assumes the presidency of Eastern Michigan University on July 1.

"In his academic life, Dr. Timothy Downs has worked as a faculty member and administrator across all levels of the institution. He has been at the forefront of

initiatives to improve the student learning experience," said Regent Harvey Jewett, who chaired the presidential search committee. "We were impressed with his commitment to a learning tradition that develops students as critical thinkers, lifelong learners, and socially responsible leaders."

Downs holds a Ph.D. in organizational communication from the University of Oklahoma, a master's degree in communication studies from West Virginia University, and a B.A. degree, also in communication studies, from California

State University, Sacramento.

Downs and his wife, Mary, are excited about joining the Northern campus and the Aberdeen communities. They enjoy hiking and biking, exercising their two dogs (Bob and Harvey), along with an occasional round of golf.



## Name the Calf Contest Winners

Two local 4th graders were named winners in the Name the Calf Contest which was held during the Ag Fair in April. The Ag Fair is a project of the Chamber's Ag Committee.



(Left photo) Jaxon Rivett from Aberdeen Christian School submitted the name Rocket, which was chosen as the winner for the bull calf. Glen Jakober, representing the Chamber Ag Committee, is shown presenting Jaxon with his prize.

(Right photo) Liberty was chosen as the winning name for the heifer calf. Emma Schinkel from Groton Public School entered the name. Shown with Emma is Glenn Jakober, with the Chamber Ag Committee and Emma Watje, representing Groton FFA.

# 2016 Northern Plains Livestock Day

The Aberdeen Area Chamber of Commerce's Ag Committee hosted the 2016 Northern Plains Livestock Day (NPLD) on Saturday, June 4th at the Brown County Fairgrounds. NPLD is a beef, lamb and goat show sanctioned by the South Dakota Junior Points Association. Showmanship awards were also given.

Fifty-two participants from 24 different communities showed 137 head of livestock. Some of the lessons these youth learn from showing livestock competitively include responsibility,

confidence, patience and sportsmanship in addition to building social relationships and gaining knowledge about the ag industry, possibly helping them in a future career.

Northern Plains Livestock Day is a program of the Chamber's Ag Committee, supported by major sponsor Great Western Bank. The committee also thanks supporting sponsors Artz Equipment, CorTrust Bank, Crawford Trucks & Equipment, Dacotah Bank, Dakota Broadcasting, Dakota Livestock Supply, Farm Credit Services

of America, Farm Forum, First State Bank of Warner, Glacial Lakes Energy, Great Western Bank, Hub City Livestock Auction, Insurance Plus, Jakober Limousin, Lazy J Bar Ranch, North Central Farmers Elevator, Northern Plains Animal Health, Plains Commerce Bank, Premier Tax & Bookkeeping, RDO Equipment Co., Thorpe Auction Co., Traxinger Simmentals, Wells Fargo Bank and Wheat Growers. We couldn't do this without you and we appreciate your support!



Grand Champion Lamb – Dawson Baldwin, Centerville SD



Reserve Champion Lamb – Brooke Skoglund, Hecla SD



Beginner Showmanship Lamb – Hagan Tlam, Mt. Vernon SD



Junior Showmanship Lamb – Logan Tlam, Mt. Vernon SD



Senior Showmanship Lamb – Brooke Skoglund, Hecla SD



Grand Champion Market Goat – Kylee Myers, Kathryn ND



Reserve Champion Market Goat – Harlee Heim, Wessington Springs SD



Grand Champion Breeding Goat – Kale Pharis, Mina SD



Reserve Champion Breeding Goat – Kendra Myers, Kathryn ND

*Congratulations!*



Beginner Showmanship Goat –  
Carissa Scheel, Alpena SD



Junior Showmanship Goat –  
Kendra Myers, Kathryn ND



Senior Showmanship Goat –  
Kylee Myers, Kathryn ND



Grand Champion Heifer –  
Madison Styles, Brentford SD



Reserve Champion Heifer –  
Kenidy Effling, Highmore SD



Grand Champion Steer –  
Hannah Webb, Groton SD



Reserve Champion Steer –  
Kindra Wolter, Wessington Springs SD



Grand Champion No-Fit Heifer –  
Kenidy Effling, Highmore SD



Reserve Champion No-Fit Heifer –  
Haleigh Holt, Mina SD



Grand Champion No-Fit Steer –  
Conner Mudgett, Clark SD



Reserve Champion No-Fit Steer –  
Payton Beare, Ree Heights SD



Beginner Showmanship Beef –  
Kenidy Effling, Highmore SD



Junior Showmanship Beef –  
Kindra Wolter, Wessington Springs SD



Senior Showmanship Beef –  
Talli Heim, Wessington Springs SD

**WAY  
TO  
GO!!!**

# Biggest Losers are Big Winners

This February through April the Chamber's Health & Wellness Committee sponsored the Biggest Loser Community Challenge for the first time. This was a nationwide, 8-week event promoting living a healthy lifestyle. Contestants gained points for eating fruits & vegetables, drinking 8 cups of water per day, getting enough sleep, being physically active, and more. Each week the participants were given an extra challenge to complete for additional points. Activities and nutrition could be entered in each individual's account either online or in the Community Challenge app.

The Aberdeen Chamber had 116 people participate on 29 4-person teams. Team Awesome (an Avera team made up of Kathy Pfaff, Maria Lao, Sarah Tewksbury and Crystal Kirschenmann) was the first place Aberdeen Chamber team and they finished #31 in the entire nation! There were 6 individuals who tied for first place in our Chamber group (Michelle Peck, Michelle "Mitch"



*Team Awesome took top honors in the Aberdeen Chamber's Biggest Loser Community Challenge. Team members include Kathy Pfaff, Maria Lao, Sarah Tewksbury and Crystal Kirschenmann.*

Leinen, Sarah Tewksbury, Sheila Rahja, Vickie Ernst and Sue Hanson) and were among the 122 people nationwide who earned the maximum number of points possible, so they also tied for first in the nation. That's amazing!



*Six people tied for first place in the Aberdeen Chamber's Biggest Loser Community Challenge, including Sheila Rahja, Sue Hanson and Michelle Peck. Not pictured are Mitch Leinen, Sarah Tewksbury and Vickie Ernst.*

Congratulations to all of the winners and thanks to all who participated in this challenge, as well as the employers who sponsored teams. We're proud of your commitment!

# Partners in Community Pride Recognize Beautification



Each month, the Chamber's Partners in Community Pride (PICP) Committee recognizes local businesses that have invested in the beautification of our community by making improvements to their property. In May, Graham Tire Company was selected for the landscape improvements made to their property at the corner of Melgaard Road and South Roosevelt Street. Buffalo Wings & Rings was chosen in June for their new building and lot improvements on Sixth Avenue Southeast in Aberdeen.



# Chamber Golf Tournament Winners - Caddyshack Style

The Chamber's annual golf scramble was held on Monday, June 6th at Moccasin Creek Country Club. Thirty teams participated in the Caddyshack-themed tournament, and the teams pictured below drove, chipped and putted their way to placing in three flights. Special thanks to our sponsors: Aberdeen American News, Banner Engineering, Dacotah Bank, Dakota Broadcasting, Dakota Plains Development, Expetec, JDH Construction, Marco, Plains Commerce Bank, QQP/Midstates and Western Corporate Image.



Flight 1, 1st – Steven Lust Automotive  
Kerry Jacobson, Steven Lust, Robert Grosz, Kevin Rath



Flight 1, 2nd – Dakota Broadcasting  
Josh Bowen, Brent Neys, Tom Kaiser, Devin Reints



Flight 1, T3rd – My Place Hotels  
Matt Campbell, Joel Albrecht, Tony Lunzman, Eric Myers



Flight 1, T3rd – NVC  
Jason Hill, Jeff Evenson, Jeff Joosten, Tyler Herman



Flight 1, T3rd – 1st State Bank  
Brad Seaman, Bob Hilgemann, Charlie Kornmann, Dave Abens



Flight 2, 1st – SLFC  
Eric Comstock, Jon Vedvei, Russel Vincent, Angie Johnson



Flight 2, 2nd – Schwan Financial  
Kevin Schwan, Ethan Littlejohn, Lance Mohr, Adam Christenson



Flight 2, 3rd – Plains Commerce Bank 1  
Jeff Grobe, Brent Heinert, Cody Hageman, Matilda Grobe



Flight 3, T1st – Presentation College  
Milo Retzer, Pat Coughlin, Cynthia Whitney, Roy Wise



Flight 3, T1st – Republic National Distributing Company  
Tim Evans, Jason Fauth, Jon Hoffman, Michelle Podoll



Flight 3, 3rd – Helms & Associates  
Corey Helms, Terry Helms, Bob Babcock, Randy Bacon

**Congrats Golfers!**

# Development Corporation Mission Going Strong



**Mike Bockorny**  
Chief Executive  
Officer, Aberdeen  
Development Corp.

Greetings from the Aberdeen Development Corporation (ADC)! Summer is now in full swing and we continue to see Aberdeen bustling with many projects of expansion and new businesses entering our market. With all of this activity, I would like to highlight a few projects the ADC is directly involved with.

**Molded Fiber Glass:** The 15,000 square feet addition to the plant is now complete and the team members of MFG are fully utilizing the new space. MFG has proven to be an excellent employer in our community and we appreciate their continued investment in our community.

**SpeeDee Delivery Services:** The ADC is constructing a customized new building for SpeeDee Delivery Services. This 18,000 square foot building will assist SpeeDee in modernizing their services here in Aberdeen and result in the company hiring additional

employees as their footprint in Northeast South Dakota continues to grow. This building is scheduled to be completed by Thanksgiving of this year.

**The Workshop:** As we have previously announced, the ADC is developing the Workshop at 208 S. Main Street. For more information on this project, please see the article included in this edition of The Progress.

**Smart Center:** Recently the ADC completed the remodel of the Smart Center which houses numerous businesses including; the ADC, NECOG, Small Business Development Center, Grow South Dakota, SD Emergency Management, World Classrooms, WebPlus, University of Sparta, Hub City Events, SD Manufacturing & Technology Solutions, SDRC Inc., & The Training Place. If you are in the neighborhood, we encourage you to stop in and see the result of the renovations. We are located at 416 Production Street North.

**Board of Director Changes:** With the departure of Dr. James Smith, who was serving as the Chairman of the Board, we have had some alterations to the ADC BOD. Brad Moore (Dacotah Bank) has assumed the leadership role of Chairman, Cindi Walsh (US Bank) as

Chair-Elect, Mike Williams (Northwestern) as Vice-Chair and Bob Gruman (retired) continuing in his role as Secretary/Treasurer. Additionally, we would like to welcome Char Hagar (Northern Electric) to the Executive Committee of the BOD and both Debbie Streier (Avera) and Dr. Kelly Duncan (NSU) to the Full Board of Directors.

As always, we continue our regular day to day efforts on numerous initiatives including workforce development, adult educational training through The Training Place and numerous other items. As I have mentioned recently, the ADC has commenced a strategic planning process looking at both the short and long term economic future development opportunities in Aberdeen, Brown County and Northeast South Dakota, all with the intent to maintain our mission, which is: "Dedicate efforts to maintain and promote primary job creation in the city of Aberdeen and Brown County. The Aberdeen Development Corporation will be supportive of others having a common mission in the region." As always, please feel free to contact me at any time with questions and/or thoughts at 605-229-5335 or via email at [mikebockorny@adcsd.com](mailto:mikebockorny@adcsd.com).



**New Aberdeen, SD Terminal  
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# Have You Heard?

The Aberdeen Development Corporation (ADC) is bringing a new coworking space to Downtown Aberdeen! The ADC has purchased the property located at 208 South Main Street nestled between Noah's Critters Pet Center and Studio 9. The interior will be completely remodeled (including new storefront) and "the Workshop" will open this fall. The Workshop will be "A Community of Innovation" and is founded on the principle of bringing together creatives, entrepreneurs, professionals and university students to collaborate in order to transform an ordinary workspace into an energetic and stimulating business network.

If you aren't familiar with coworking spaces, they provide open concept work spaces that allow people from different backgrounds, industries and businesses to work and network in the same location. The first floor will be dedicated to the coworking environment and will have a variety of seating areas available. (Think of the first floor as a student union full of business people.)

The second floor will include a conference area, a classroom and dedicated workstations. So if you're the type of person who likes to be in a vibrant work environment, but wants to have a space to

call your own, the dedicated workstations are made just for you. Other perks included in a Workshop membership are high speed Wi-Fi, access to the printer/copier and projection equipment, use of conference room and event space, admission to educational programming and networking events, and the chance to do your work downtown with a group of inspiring individuals! Memberships can be purchased at a variety of levels including:

- Commuter – \$10 per day or \$40 per week
- Visionary - \$99 per month for an open desk (or \$1,000 a year)
- Pioneer - \$199 per month for a dedicated workstation (or \$2,000 a year)
- Innovator - \$400 per month for a dedicated office

We are also excited to be partnering with Northern State University's new Center for Creativity and Entrepreneurship. During the past academic year a cross-campus team of faculty, students and community



members have been collaborating on the implementation of the CCE and plan to be open for business during the fall 2016 semester. This center will bring students together from all corners of campus to learn how to create a business for themselves, how to meet needs they find in their industry or workplace, and how to translate their talents into gainful employment. This is an effort to instill creativity and innovation for all students at Northern and is designed to ensure all students will know that entrepreneurship is a key component of their success, no matter what their career path.

If you have further questions or are interested in a membership to the Workshop, please contact Kati Bachmayer at [katibachmayer@adcsd.com](mailto:katibachmayer@adcsd.com) for more details.

## New Downtown Funding Program Available

The Aberdeen Development Corporation (ADC) and the Business Improvement District (BID) are collaborating to create the Business Startup Funding Program (BSFP.) The goal of the BSFP is to create a spirited business mix in downtown by sustaining new business concepts while filling vacant spaces within the BID. The program is available to new businesses who choose to locate within the BID.

The BSFP is quite simply a rent subsidy program designed to assist the new business through their initial startup by subsidizing their rent for the first 12 months. Businesses accepted for funding will receive 12 months of subsidized rent on the following schedule:

- Months 1-6: 75% subsidy or \$750/month maximum
- Months 7-9 50% subsidy or \$500/month maximum
- Months 10-12: 25% subsidy or \$250/month maximum

In addition; those accepted into the program will receive training, educational programming and be assigned a mentor who will provide guidance to them as they begin their business. Rental subsidy payments shall begin the month that the approved business is scheduled to open with the payment being made directly to the property owner.

A BSFP Committee has been established where all applications will be reviewed. This committee is made up of the individuals listed below:

- Matthew Zeller – Great Western Bank
- Brent Brandt – Aberdeen Downtown Association
- Michael Bockorny – Aberdeen Development Corporation
- Christopher Jung – Siegel, Barnett & Schutz
- Mark Malchow – Malchow's Home Furnishings

Those who are interested in applying must submit application and a written business plan including financial projections. Please contact Jill Vining at 605-229-5335 or via email at [jillvining@adcsd.com](mailto:jillvining@adcsd.com) to apply or for general questions regarding this program.



## 1996 Leadership Aberdeen

In 1996, the Leadership Aberdeen program was led by Vickie Brokke and Darwin Kampa. Speaking at the Graduation ceremony were 1995 George Award winner Ben Benson and 1995 Athena Award Recipient Mary Gorder Groth.

Ron Kaaz of 3M described his 1996 experience as "an opportunity to further develop personal growth and to build confidence by working together with classmates and community leaders. It makes you feel like becoming involved in the community." Joe Jacobson of Home Federal Savings summed up his experience by saying " My experience with Leadership Aberdeen was outstanding. Through the various seminars and speakers, I had an opportunity to take a hard look at my personality and leadership skills. It was very beneficial."

### Class participants were:

Mike Birgen-Northern State University  
 Jerry Cope-South Dakota Wheat Growers  
 Kathy Gerdes-NECOG  
 Joe Jacobson-Home Federal Savings Bank  
 Rita Johnsen-Aberdeen American News  
 Bruce Johnson-Bethesda Home of Aberdeen  
 Ron Kaaz-3M Company  
 Elaine Koslowski-Plainsco  
 Carol McKiver-Norwest Bank  
 Troy McQuillen-McQuillen Design  
 Anita Meyer-Aberdeen American News  
 Jeff Mitchell -Aberdeen Career Planning

Todd Muehler-Norwest Bank  
 Ross Olson-NECOG  
 Stacey Pence -Midwest Lodging  
 K.C. Perin-United Defense  
 Jim Schmidt-Eide Helmeke & Co.  
 Mike Senger-3M Company  
 Al Soulek-First Bank Systems Invest.  
 Jon Webb-Webb Shoe Company  
 Chuck Webster-3M Company  
 Jerry Whiteside-United Defense  
 Donna Young-St. Luke's Midland RMC

# Joyfully Serving Since 1886



For over 130 years, the Aberdeen Presentation Sisters have begun many different ministries in response to voiced needs. From feeding the hungry and educating students to nursing the sick and offering spiritual direction, the Sisters continue to be involved in a multitude of ministries. While keeping their Mission the main focus of all their ministries, they continue to partner with Presentation People around the world as they help those in need and promote self-sustainability.

The Sisters of the Presentation of the Blessed Virgin Mary originated in Cork, Ireland in 1775. Knowing the benefits of education, Presentation Sister foundress, Nano Nagle, risked everything and began her ministry by teaching children when Ireland's penal laws forbade it.

In 1880, the Sisters accepted an invitation from Bishop Martin Marty and traveled across the world to Dakota Territory to teach the children of the Lakota people and the pioneer settlers. Their first home was a modest, sod home on the banks of the Missouri River. Unfortunately, this first home and ministry did not withstand the winter's blizzard and flood, which followed the next spring.

In 1886, three Sisters responded to another invitation from Reverend Robert Haire to start Sacred Heart School in Aberdeen, Dakota Territory, which had a population of about 2,000. Their education ministry blossomed and soon Sisters were staffing parish schools around the Diocese of Sioux Falls. As teachers, the Presentation Sisters have touched the lives of over 300,000 students throughout the

years.

In 1900, a diphtheria epidemic struck the Aberdeen area. The plight of one family, isolated from the rest of the city because seven of their children were suffering from the disease, prompted the Presentation Sisters to accept another call, and in 1901, they began a healthcare ministry by opening their first hospital, (Avera) St. Luke's. Both healthcare and education ministries have expanded as the needs of people increased in the region.

In the 1960's, the Sisters responded to the Church's call for missionaries. Again, the Sisters continued to be faithful to the mission of going forth to any part of the world to work for justice, alleviate oppression and promote human dignity, especially among the poor.

Since this time, they have staffed foreign missions in Mexico, Bolivia, Guatemala and Zambia, Africa.

Today, with this same joyful spirit, the Sisters continue to sponsor Presentation College and co-sponsor Avera Health, ensuring that the mission and values remain a constant for years to come. Over 2,000 Presentation Sisters worldwide continue to serve joyfully and respond to current needs by saying, "Justice is our Work."

## Tax Seminars

<p style="text-align: center;"><b>ND/SD Border Tax Seminar-Sales Tax</b></p> <p style="text-align: center;"><b>Wednesday, July 13</b> 9 a.m. to 12 noon SD DOR Office 14 S. Main Street, Suite 1-C, Aberdeen, SD</p> <p style="text-align: center;">This workshop covers topics such as:</p> <ul style="list-style-type: none"> <li>• Applying for a license</li> <li>• When to apply SD tax versus ND tax</li> <li>• Exemptions from sales and use tax</li> <li>• Local taxes</li> <li>• Filing Returns</li> <li>• Exemptions from sales and use tax</li> </ul>	<p style="text-align: center;"><b>ND/SD Border Tax Seminar-Construction Contractors</b></p> <p style="text-align: center;"><b>Wednesday, July 13</b> 1 p.m. to 4 p.m. SD DOR Office 14 S. Main Street, Suite 1-C, Aberdeen, SD</p> <p style="text-align: center;">This workshop covers topics such as:</p> <ul style="list-style-type: none"> <li>• Requirements for registration in SD and ND</li> <li>• Differences between SD and ND taxes for contractors</li> <li>• Prime and subcontractors</li> <li>• Special jurisdictions/tribal agreements</li> <li>• Owner furnished materials</li> <li>• Qualified utilities</li> </ul>
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To register for these seminars or learn more about our complete educational schedule, visit us at <https://apps.sd.gov/rv23education/classes.aspx>

For questions, contact DOR Education Coordinator Courtney Dosch by phone at 605.773.5445 or by email at [courtney.dosch@state.sd.us](mailto:courtney.dosch@state.sd.us)

# The Controversial Overtime Rules Have Arrived



**Kim Dorsett**  
Partner, Richardson, Wyly, Wise, Sauck & Hieb

Businesses across the nation had been anxiously awaiting the Department of Labor's rule changes to overtime exemption requirements for white collar employees, categorized as either executive, administrative or professional. In May, 2016, the rule changes were finally

released and it is now clear that they could cost many employers significant amounts of money in higher wages. The Department estimates that an additional five million "exempt" workers will no longer be exempt and thus eligible for payment of overtime wages. Will this change affect your business? Will you be ready?

## Who is Entitled to be Classified as Exempt?

Under the current rules, non-exempt employees must generally be paid at

least one and a half times their regular wage rate for any hours they work beyond forty hours in a work week. Before an employee may be considered exempt from overtime wages, the federal rules mandate that the employee first meet certain requirements, including earning at least \$455 per week, or the equivalent of \$23,660 annually. Under the new regulations, scheduled to take effect December 1, 2016, employees must still meet the other requirements and also earn at least \$913 per week, or \$47,476 per year, in order to be classified as exempt.

## Who is Covered Under the FLSA

**Protections?** Since the Fair Labor Standards Act (FLSA) is a federal law, it should be noted that not all employers are automatically subject to its requirements. Employees are covered by the FLSA if they work for an entity with annual revenues of at least \$500,000. An employee may also be covered as an individual if he or she engages in interstate commerce, or in the production of goods and services for interstate commerce. This can include

such activities as regularly making out-of-state phone calls, receiving and sending mail or e-mail, ordering goods from out-of-state suppliers, or handling credit card transactions. If you question if your business is covered under the FLSA, you must keep in mind that the Department of Labor takes a very strict stance on what constitutes interstate activities and strives to apply FLSA protections to as many employees as possible.

## What to do Now?

There should be no doubt that the Department of Labor will aggressively enforce the new rules, so now is the time to start preparing. It is important to understand the exemption and how it impacts your business. You must therefore start paying even closer attention to revenues, classifications of employees, hours worked, assigned job duties, how time is tracked, and how compensation is paid. Most importantly, because this area of the law is very complex, do not hesitate to seek legal help to ensure compliance and help in maneuvering through the regulations.

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# Studies Show Correlation Between Personality Traits and College Majors



**Dr. Bill Broucek**  
Business Dean  
Northern State  
University

Suppose you had \$100 in a savings account and the interest rate was 2% per year. After 5 years, how much do you think you would have in the account if you left the money to grow: more than \$102, exactly \$102, less than \$102?

This question was posed by Annamaria Lusardi of the George Washington School of Business and Olivia S. Mitchell of the Wharton School at the University of Pennsylvania <http://www.nber.org/papers/w17078.pdf> to respondents aged 50 and older of the Health and Retirement Study, one of the largest and most ambitious academic social science projects ever implemented with an n over 12,000.

As anyone who has taken Principles of Finance knows, when interest is compounded it accrues to the interest as well as the principle. Interest is paid on interest. Interest in the next period is earned on the principal sum plus previously-accumulated interest. In the old days when I did my MBA the finance books had tables in the appendix to compute compound interest results at varying rates over time.

Compounding is a fundamental principle of finance and the basis for understanding the time value of money. One dollar today is worth more than one dollar a year, two years, or five years down the road because of compounding. Amazingly, only 2/3rds of the respondents (67.1%) got this question right. Over 1/5th over the respondents (22.2%) responded incorrectly, and 9.4% said they didn't know with 1.3% not responding.

Lusardi and Mitchell also asked a simple question regarding the understanding of the concept of inflation and another the understanding of stock risk and diversification. While 75.2% understood inflation, only 52.3% answered the stock risk question correctly with 33.7% of the respondents indicating that they didn't know if it was riskier to hold one stock versus a number of different stocks.

They further report that only 1/3rd of respondents (34.3%) were able to answer all three questions correctly.

Unfortunately high school students aren't any more financially literate than the 50 year olds surveyed. An OECD study "Program for International Student Assessment 2012 Results: Students and Money Financial Literacy Skills for the 21ST Century (Volume VI)" <http://www.oecd.org/pisa/keyfindings/PISA-2012-results-volume-vi.pdf> found that forty-four percent of U.S. students had scores that placed them at the lowest levels of financial literacy.

Levels of financial literacy tend to be lowest among the less educated, minorities, and women. According to Mitchell and Lusardi [http://papers.ssrn.com/sol3/papers.cfm?abstract\\_id=2568732](http://papers.ssrn.com/sol3/papers.cfm?abstract_id=2568732) two thirds of Americans with graduate degrees possess basic financial literacy while only 19% of high school grads do. Lusardi and Tufano <http://www.nber.org/papers/w14808.pdf> found that African Americans and Hispanics score lower than do whites

on surveys measuring knowledge about financial concepts like debt. The Global Financial Literacy Excellence Center <http://gflec.org/wp-content/uploads/2016/02/WP-2016-1-How-Financially-Literate-Are-Women.pdf> summarized their research findings as follows: 'When asked to answer questions that measure knowledge of basic financial concepts, women are less likely than men to answer correctly and more

likely to indicate that they do not know the answer. In addition, women give themselves lower scores on financial literacy self-assessments than men. Both young and old women show low levels of financial literacy. Moreover, women for whom financial knowledge is likely to be very important—for example widows or single women—also know little about concepts relevant for day-to-day financial decisions. Even women in favorable economic conditions are less financially knowledgeable than men. The gender differences are present for very basic as well as more advanced measures of financial literacy and financial sophistication."

Two suggestions come to mind. One, because not everyone will go to university or be a business major, make it a legal duty that financial professionals act on the behalf of consumers. Currently financial advisors do not have a legal, fiduciary duty to act in their client's best interests. Two, make financial literacy part of the General Education curriculum.



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# Aberdeen Police Mission Statement



**Lynn Lander**  
Aberdeen City  
Manager

The mission statement of the Aberdeen Police Department calls for the department to serve the community in a collaborative effort to enhance the quality of life through crime prevention, enforcement of laws, promotion of safety, and reduction of fear.

Overall, I believe a majority of the public rates Aberdeen as a safe place to live and raise a family. The Chief of Police provides an annual report comparing statistical data for the current year vs. prior years in the following areas: 911 Calls, Animal Complaints, Calls to Dispatch to Departments, All Alarm Calls, Burglary Calls, Call for Service, Crimes Against Children, Crash Data, Domestic Violence Calls, Total Citations, Disturbance/Fight Calls, Drug-Related

Calls, DUI Arrests, Fraud/Forgery Calls, Mental Health Calls, Found Property, Intoxicated Person Calls, Violations, Welfare Checks Calls, Incident Reports, Thefts, Warrant Arrests, Property Damage and Sex Offense Calls. The Chief of Police will be posting the department's activity report for 2015 on the city's website ([www.aberdeen.sd.us](http://www.aberdeen.sd.us)) in the near future.

Chief Dave McNeil reported for year 2015 that the department responded to a total of 28,582 calls for service, which was an 8.6% increase over the previous year. The daily average for calls for service was seventy-eight calls per day. The volume increase of 8.6% was a recognizable percentage but low compared to a distinct problematic area noticed in his preliminary report.

The Police Department in 2015 responded to 487 calls for service regarding drugs or a 99.6% increase from the previous year. As the Chief of Police stated in his report, "no community in our country is immune

from the dangers of illegal drugs." I fully expect the Chief McNeil to leverage his current resources and view and implement other law enforcement successes to mitigate the illegal drug problem. A new mitigation tool being utilized in 2015 was to implement a drug detection canine program after receiving state grant funds. Neko, our drug detection canine since his state certification on June 12, 2015 has been utilized for over 70 drug task deployments resulting in 21 arrests, the seizure of \$21,673 in cash and 6 vehicles as part of the South Dakota Asset Forfeiture.

I don't expect Aberdeen to become the drug capital of South Dakota, but I do expect the City of Aberdeen to continue to use every available resource we have to combat this growing problem. Aberdeen is a community that strives for personal connection which leads to communication which ultimately helps in deterring crime.

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# Do Your Homework Before You Buy a Business



**Kelly Weaver**  
Regional Director,  
Small Business  
Development Center

There's a certain attraction to buying a business that already has a location, name, customers and cash flow. While these factors may indicate a lower risk level or better chance of financing, an investigation is in order all the same.

Possible risks may include obsolete inventory, uncooperative employees, outdated technology, or

loss of customers close to previous owner. Even negotiating the terms of the sale itself can become a long process.

Here are a few questions to aid your discovery as you consider a business purchase.

1. Why does the owner really want to sell the business?
2. What assets are included in the sale of the business? Be sure to put together a specific list so there are no surprises on the day of the sale.
3. How much inventory is there? Is it saleable? Excessive inventory can be a red flag.
4. Will the owner help you learn the business?
5. What aspects of the business are most critical to its survival?
6. What is the best way to finance this purchase? Will the owner help with financing?
7. Is the owner willing to share the past three years' balance sheets, income statements, and tax returns? Unwillingness to share this information is

a red flag.

8. Has the company or its principals been involved in bankruptcies or lawsuits?

In addition to all the information above, you must review the financial information and make adjustments for changes that will take place under your ownership. It is important to consider how you can improve the current business but not overpay based on improvements that are not guaranteed. Excess debt can hinder your ability to realize the benefits of the improvements. As with any negotiation, don't get emotionally tied to the idea of owning the business and know when to walk away from a deal.

*Kelly Weaver is the Regional Director of the Small Business Development Center in Aberdeen which offers free, confidential business consulting to start up and existing businesses. She can be reached at (605) 626-2565 or [kelly@growsd.org](mailto:kelly@growsd.org). The Center is hosted by GROW South Dakota.*

## Upcoming Quickbooks Workshops

The Small Business Development Center (SBDC) in partnership with The Training Place will be offering the following workshops on Wednesday, August 3, 2016 at the Smart Center,

QuickBooks: The Basics: 9:00 a.m. to 12 Noon.

QuickBooks: Inventory and Payroll : 1:30 p.m. to 4:00 p.m.

Course descriptions can be found at <http://training.adcsd.com/event>

Cost: Take either class for \$65 by

July 27th, \$70 after July 27th or take both for only \$120 by July 27th, \$130 after July 27th.

For more information or to register, contact Jill Vining at The Training Place at 605-725-1833 or [jillvining@adcsd.com](mailto:jillvining@adcsd.com).



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# Log In to Safety



**Kristi Noem**  
US Representative  
(R-SD)

Remember the days before you could just Google it? If you wanted to figure out where the most complete skeleton of a T-Rex was found, for instance, you had to go to the library, dig through the card catalogue, find a book about

dinosaurs, and fight through the paper cuts to find the answer. That doesn't need to happen anymore. Through a device that fits in the palm of your hand, you can access the world – and by the same account, the world can access you.

Often times, we choose to allow the world to see a piece of us. It's that culture of sharing that has resulted in 300 hours of video being uploaded to YouTube every single minute and 70 million photos being posted on Instagram every day. Twit-

ter, Facebook, and Snapchat let us share our every thought with followers, while text messaging and email has infinitely increased the speed of written communication.

But like all things, there are smart ways to use these new technologies and some not so smart ways. Earlier this year, I teamed up with Google to offer middle schoolers some advice on how to stay safe online. They shared five tips all of us should note.

First, think before you share. Anything you put online – even if it's done so privately – can be shared. If you don't want it to get out, don't post it.

Second, protect your stuff. One of the best ways to do this online is to set strong passwords. HowToGeek.com offers this advice for setting a strong password: Select a password that has 12 characters, minimum. Include numbers, symbols, capital letters, and lower-case letters. Try not to use a dictionary word or a combination of dictionary words. And finally, don't rely on obvious substitutions, like changing all of the O's to zeros.

Third, know

and use your settings. Around 15 percent of Americans have never checked their social networking privacy or security account settings. These settings let you choose who you are sharing your information with. Check yours out and adjust them as necessary today.

Fourth, understand how to identify and avoid scams. Every year, our office gets calls from dozens and dozens of South Dakotans who have received scam calls from someone pretending to be from the IRS. This is an obvious scam because the IRS will never reach out to you by phone without sending you a letter first. Other times, however, scammers may try to be more devious, posing as someone you know. Maybe they tell you your grandson needs money. If they start asking for personal information, hang up and give your grandson a call – he'll be able to tell you if it's legitimate or not.

The final piece of advice that Google offered was to stay positive. Follow the golden rule: Don't post, comment, or forward something unless you'd be alright with someone doing the same to you.

We live at an incredible time that lets us be more personally connected to the world around us than ever before. I encourage you to take the time and learn how to be safe in this new environment.

Oh, and before you pick up your smartphone to Google more about where that T-Rex was found – I did it for you. It was discovered near Faith, South Dakota in August 1990 – just months before the first webpage was posted to the World Wide Web.



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# Closing the Health Care Gap



**John Thune**  
US Representative  
(R-SD)

The wide open spaces that make South Dakota such a unique place to live, work, and raise a family define our landscape, provide habitat for pheasants and other wildlife, and help make agriculture our state's top

industry. While the open air and vast plains certainly have their benefits, they can oftentimes present some big challenges too. Proximity to grocery stores, shopping centers, or other day-to-day necessities is obviously important, but what's critical for families across rural areas, like those in South Dakota, is the availability and access to high quality health care.

One of my goals in Washington is to make it easier and cheaper to provide quick access to health care facilities and medical professionals to all South Dakotans. Closing the gap between the care that our rural communities currently receive and the care they deserve is important, and legislation I authored will help make that gap get even smaller.

As chairman of the Senate Com-

mittee on Commerce, Science, and Transportation, I'm in a unique position where I'm able to help advance legislation that directly benefits the people of South Dakota, and I take that responsibility seriously. Since taking over as chairman last year, I've looked for opportunities to pursue legislation to achieve that goal.

Last November, the committee took up and unanimously approved my bill, the Rural Health Care Connectivity Act, which will help streamline the process for skilled nursing facilities across the state, like nursing homes, to tap into federal funding for telecommunications and broadband services used to provide health care to rural communities. The full Senate recognized the importance of my legislation, which is why my colleagues approved the bill by voice vote and sent it to the president for his signature.

The Evangelical Lutheran Good Samaritan Society (Good Sam), which is headquartered in Sioux Falls, South Dakota, operates hundreds of skilled nursing facilities throughout the country. Most of them are located in rural communities.

Through technical advancements and infrastructure located at their headquarters in Sioux Falls, Good Sam remotely connects rural patients with hospitals and doctors who are hundreds – sometimes thousands – of miles away.

Good Sam's president and CEO, David Horazdovsky, praised the Senate's passage of my bill, saying it "will offer much-needed assistance to residents of Good Samaritan and other skilled nursing care centers in a variety of locations in South Dakota and in other rural areas of the country."

If everything in Washington was viewed through a prism of effectiveness and efficiency, we'd all be better for it. Telehealth meets both those standards, and I'm proud to be a part of this movement in any way I can, because making it easier for health care facilities to establish the necessary infrastructure for bringing telehealth even further into the 21st century is an investment worth making.

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# Business Milestones Recognized

Certificates of Recognition were presented to these businesses and organizations at the May and June Business After Hours Mixers to acknowledge their years of valuable contribution to Aberdeen and the surrounding area.



Malchow's Home Finishings - 50+



Bantz, Gosch & Cremer - 50+



Siegel, Barnett & Schutz - 75+



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Presentation Sisters - 100+

Way to go!

**2016 EMERGING LEADER**

Recently, Laura Stoltenburg, Aberdeen District Supervisor of the State of South Dakota's Division of Rehabilitation Services (DRS) was selected to attend the 2016 Emerging Leaders training series in Seattle, WA. The Emerging Leaders Series is a program cosponsored by the Center for Continuing Education in Rehabilitation (CCER) at the University of Washington and CTAT, LLC in Colorado. It is designed to develop and enhance the leadership skills of managers in public and private non-profit rehabilitation agencies within the Pacific Northwest. The purpose of the Emerging Leaders is to challenge individuals to become positive forces of change within their organization and the field of vocational rehabilitation by adopting exemplary leadership practices. This is a three part training series requiring travel to the Seattle, WA area in June, August, and November.



**LONNING RETIRES FROM HERBERGER'S**

Stuart Lonning started his 39 year career with Herberger's on June 5th, 1977 in Alexandria, Minnesota as a management trainee. At that time, Herberger's was an employee owned company. In June of 1979 he was transferred to Rock Springs, Wyoming where he moved up the management ladder and became the youngest Store Manager in the company at the age of 28. In December of 1990 he was named Store Manager in Rapid City, South Dakota and over saw the building of the new store there that opened in its current location in 1992.



He was on the Herberger's Board of Directors in 1996, and a part of the decision when the company was sold to Proffitts, Inc. in 1997. He was transferred to the Aberdeen Herberger's in January of 1997 and has been the store manager here for the past 19+ years.

While in Aberdeen, Stuart has served on many committees, Boards, and other aspects of community involvement. He served 12 years with Avera St. Lukes, starting on the Community Advisory committee and then 6 years on the Board and serving as Board Chair his final year. He has also served on several committee positions with the United Way, the Chamber of Commerce, The Presentation College Board, and the NSU School of Business Advisory Board, along with the Parish Finance Council with St. Mary's Parish.

**DAVID FRANK JOINS EIDE BAILLY PARTNERSHIP**

On May 1, David Frank was accepted into the partnership of Eide Bailly LLP, a regional certified public accounting and business advisory firm.



David is a CPA with more than 10 years of public accounting experience providing tax and consulting services to a variety of industries, including lodging, agriculture, agricultural cooperatives and a variety of other small businesses. David serves on multiple firm and industry committees. He has a Bachelor of Science in professional accountancy and business management from Northern State University, Aberdeen, S.D.

Eide Bailly provides 54,000 clients across the nation with core services of audit & assurance and tax, as well as expanded services, including accounting services, cost segregation, financial services, forensic & valuation, health care reform, international services, risk advisory services, technology consulting, transaction services and wealth management. Eide Bailly has 29 offices in 13 states.

**PC NAMES NEW DEPARTMENT CHAIR**

In June, Dr. Naomi Ludeman Smith took the position of Professor and Department Chair of Arts and Sciences at Presentation College. She was



formerly the founding director of the Confucius Institute at Northern State University and before that Associate Professor of Intercultural Studies at Bethel University (MN). "Having a strong educational and professional background in the liberal arts and a passion for holistic education, I couldn't pass up this opportunity to join Presentation College in their efforts to continue to strengthen their programs."

Ludeman Smith will oversee the Bachelor of Science degrees in American Studies, Biology, Communication and Interdisciplinary Studies and the Associate degrees in Biology, Chemistry, Communication, English, General Studies and Religious Studies, as well minors in many of these areas along with Nutrition. In addition, Ludeman Smith will co-direct Presentation's Service-Learning Program with former department chair Aimee Sippel

**NEXT GENERATION PERFORMANCE CENTER OPENS IN THE ABERDEEN MALL**

Jen Deutsch, owner and coach, recently opened the Next Generation Performance Center in the Aberdeen Mall. Jen's training began as a gymnast in Britton, SD, and continued as the assistant coach for the Marshall, MN, Tigers as she moved on to college at SMSU. She was also fortunate to be able to train in Hungary with Olympic medalist Henrietta Onodi. Since moving to Aberdeen, Jen has been the Director of the Aberdeen Gymnastics Association and a coach at CHS. Her facility exists to further the health and happiness for the next generation. Her mission is to offer a fun, safe learning environment for kids up to age 12 and all abilities to learn and grow through gymnastics and physical activities. Jen takes pride in focusing on promoting respect, trust, teamwork, personal growth, confidence, responsibility, safety, and communication through her programs. She lives in Aberdeen with her husband, Aaron, and two children.



*Please submit staff changes, additions, promotions or recognitions for Business Briefs to Lisa Anderson at [lisa@aberdeen-chamber.com](mailto:lisa@aberdeen-chamber.com).*

# Customer Service, The Disney Way

In May, my husband and I were fortunate enough to be able to take our two sons to Disney World in Orlando, Florida. One thing I observed while there is what a well-run machine Walt envisioned and created over 50 years ago. So many cast members (employees) and so many square miles of property, all seeming to run effortlessly for over 52 million visitors per year. Anyone who is familiar with the Disney way knows this is by design and not by accident. Walt Disney built his legacy on a mixture of dreams, determination and desire to take care of those who visit, which he has obviously handed down to those making decisions long after his passing.

The philosophy behind the Disney empire is to create an experience that exceeds expectations and creates lasting memories for their Guests. To facilitate this, they have established the Quality Service Model, which is something a business of any size can take valuable advice from. Here are the six pieces

of the quality service model and thoughts to ponder on how they can apply to your business.

**Guestology** – the study of their Guests and their wants and needs. Who are your customers? How can you anticipate their needs?

**Quality standards** – Disney’s operational guidelines to providing an outstanding experience for the Guest. These questions may include, “Are the hours I operate ideal for my Guest?” or “What can I do to lessen or avoid overcrowding?”

**Cast (employees)** – The people charged with delivering outstanding service. Are you properly aligning the talents of each individual with a role (job) that will utilize those gifts? Setting –The physical environment. Is it clear where your Guests should place their order? Is your entrance inviting? Would a Guest describe this area as clean?



Lisa Anderson, Aberdeen Chamber Public Relations Director, in front of the Chamber of Commerce building, Main Street, U.S.A., Disney World



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**Process** – The step-by-step procedure for accomplishing a task. If a Guest has a complaint, what is the appropriate channel to direct it?

**Integration** – How do you make sure that each piece works seamlessly with the others to deliver the best possible experience for your Guest?

We can all learn a lesson or two from Disney’s philosophies when we keep in mind that our businesses and organizations are in existence because of those we serve. We have a great thing going here in Aberdeen, and what we have to offer our “Guests” rivals any city around. Let’s continue the great tradition we have established by continuing to provide quality service that would make Walt Disney proud.

**“Whatever you do, do it well. Do it so well, that when people see you do it they will want to come back and see you do it again and they will want to bring others and show them how well you do what you do.” ~ Walt Disney**

Access for all means inclusion in the community. Curb cuts give me access to businesses, parks and public sidewalks. These curb cuts also allow those on bikes and persons with strollers the ability to utilize walkways without having to get over a curb. ALL pedestrians should have access to public sidewalks without a challenge.



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THOMAS L LUZIER, M.D.

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**Dr. Luzier of Aberdeen Asthma and Allergy** is the area's only board certified allergist. From infants to adults, Dr. Luzier can sort out reactions to molds, pollens, animals, foods, irritants and medications using sophisticated blood and skin tests. Based on your history, exam and testing an individual *comprehensive management plan* is developed.

Whether you are experiencing mild or severe symptoms, Dr. Luzier will give you a personal consultation and offer options to combat your allergies.

**Call today and schedule an appointment!**

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Call today and schedule an appointment **605 225 0025**