

Where Hendricks County Business Comes First

BUSINESS LEADER[®]

HENDRICKS COUNTY

November 2017 | Issue 01
www.businessleader.bz

OPENING NEW DOORS

Dr. Yvonne Culpepper and her instrumental role in planning Hendricks Regional Health's new Brownsburg Hospital
pages 8-9



Biz Focus
Mechanics of a changing industry
Page 17



Open4Biz
From the ground up with chocolate floors
Page 9



Need a mortgage loan? Refi? Construction or lot loan?

Go to: www.statebankoflizon.com/mortgage-loans.htm for calculators, today's rates, or to apply online.

Or call Gretchen or Gina now!

www.StateBankofLizton.com | 866-348-4674

We Do That! ^{LLC}



Gretchen Patterson
Brownsburg Mortgage Lending Manager
317-858-6112
NMLS #543429



Gina Jeskey
Plainfield Mortgage Lender
317-858-6139
NMLS #444767



STATE BANK OF LIZTON



WIN FIELD LEVEL COLTS TICKETS!

Register today at www.raystrash.com for your chance to be a part of the Trash for Cash promotion at an Indianapolis Colts game in Lucas Oil Stadium. The lucky winner will receive four field level tickets, a Colts Jersey, and a chance to win **\$1,000** in cash!



VISIT OUR WEBSITE TO FIND OUT MORE

RAYSTRASH.COM

317-539-2024



#WHOPOWERSYOU

HENDRICKS
POWER
Cooperative

A Touchstone Energy® Cooperative 

Your community.
Your inspiration.

➔ WhoPowersYou.com/Enter

Nominate someone today for
the **#WhoPowersYou** contest

This is your chance to honor someone in your community and celebrate the power of human connections. Visit **whopowersyou.com/enter** between 10/2/17 and 11/4/17 and submit a photo of your nominee. Then tell us why that person inspires you and how they make a difference in your co-op community—and they could win a cash prize!

Together, let's celebrate the power of human connections

As the national network of more than 740 co-ops, Touchstone Energy Cooperatives value the people who elevate and energize our communities. That's why we are launching a contest to honor inspirational community members across the country.

Winners will be selected by a panel of judges based on the impact they have on the community. All entries must be submitted by November 4, 2017. Winners will be announced January 2018. NO PURCHASE NECESSARY. VOID WHERE PROHIBITED. Visit whopowersyou.com for full contest rules.

CONTEST PRIZES

GRAND PRIZE **\$5,000**

SECOND PLACE **\$2,000**

THIRD PLACE **\$1,500**

HONORABLE MENTION **\$500**

Our View

New Brownsburg Hospital truly a team effort

Our November Business Leader Cover Story focuses on the new Hendricks Regional Health Brownsburg Hospital and the key role played by Dr. Yvonne Culpepper. It's hard to imagine the amount of planning and strategizing that would go into such a task. It truly takes a team effort. That's why we not only congratulate Culpepper but also everyone who was involved in bringing this new facility to our community.

Hospitals are impressive in their own right as their form and function are tailored to save lives and promote wellness with surgical efficiency.

Hospitals are impressive in their own right as their form and function are tailored to save lives and promote wellness with surgical efficiency.

Of course, efficiency is important, especially when every second counts. But hospitals are also intimately connected to the community they serve. And with any service, you must understand the specific needs demographically and based on what is already available. From what we found, the HRH team made the calls, did the research and found out how best to serve the surrounding residents.

For that we congratulate the Hendricks Regional Health team and its key players which include: Kevin Speer, President and Chief Executive Officer; Shane Sommers, Executive Director of Professional Services; Matthew Browning, Executive Director Business Strategy; Gary Everling, Vice President and Chief Strategy Officer; and Michelle Fenoughty, Chief Medical Officer.

We look forward to seeing the health benefits that this facility brings to our community.

Quote of the Month

““Brave men rejoice in adversity, just as brave soldiers triumph in war.”
~Lucius Annaeus Seneca,
1st century Roman philosopher

Cartoon



Humor

An unfortunate stream

By Gus Percy

Nothing makes sense anymore. I can't form a coherent column because all these bits and pieces are flowing through my head. I must release them. What follows is a stream of unfortunate consciousness. My thoughts are my own and I'm sorry:

To the math teacher who allowed some students to kiss her and more (wink, wink) behind a popular ice cream purveyor: Where were you when I was in algebra? I would have tried harder to determine the value of x. To the educators of STEM curriculum, this is a new type of teaching method that boys will respond to positively.

Shut up about the NFL! The things we get upset about kills me. Instead of complaining about the protest, read about the issue. Yes, we still have a racism issue, and we don't have a clue how we can fix it. Kneeling is giving up on the U.S. NFL players kneel when they don't want to play or get hit. If any country can figure out how to squelch racism, it's us. Stand up to

be counted as a believer that ours is the most likely form of government to solve this issue.

Mindhunters on Netflix is fascinating. The subject matter (getting inside the head of serial killers) is stomach-turning, however. Those with delicate sensibilities should avoid this show.

Nostalgia. At times, you should go back over music or events in your life and compare how you felt then to now. It can be enlightening. Hopefully, you've grown a bit.

Me too. It's heartbreaking the number of women, and men, who have posted this on social media to indicate they are a victim of sexual harassment or assault of some kind. Another indicator of the broken world we live in. Hopefully, something positive will result. I won't hold my breath.

Asking questions. This dovetails from the previous point. We are quickly approaching a society that is afraid of talking for fear of offending and then being skewered on the Internet. Seek to understand is a philosophy key to changing attitudes. We don't do that. I'm

not sure we ever did. My only real skill is asking questions. If I offend you, please take the time to explain without condescending. We all want to be treated with respect.

Automatic flushes. Robots are flushing our toilets in many public restrooms. If you have charge of a public restroom, be sure to also install sensors at the sinks. Many times, I've stood waiting for the sink to automatically turn on. When nothing happens, I feel stupid. Go all manual or all automatic. Don't half-ass your restrooms. Side note: The Dyson Air Blade hand dryers blow so hard that my handskin flaps everywhere. It makes me feel old and I don't like it.



Gus Percy is a contributing columnist to the Hendricks County Business Leader. He may be reached at (317) 403-6485 or percy.gus@sbcglobal.net. Gus blogs frequently at guspercycommunications.wordpress.com.

BUSINESS LEADER
HENDRICKS COUNTY

www.businessleader.bz

Copyright 2017©
Times-Leader Publications, LLC
All rights reserved.

Times-Leader Publications, LLC
6319 E. U.S. Hwy 36, Ste 3C, Mailbox #16
Avon, IN 46123 • Phone: (317) 451-4088
Email: info@businessleader.bz

Founder & Publisher **Richard K. "Rick" Myers**
Director of Operations **Brogan Dearing**
Editor **Chris Cornwall**
Contributing Writer **Gus Percy**
Design/Production **Leigh Schrier**



The Hendricks County Business Leader

is published by Times-Leader publications, LLC. Content published alongside this icon is sponsored by one of our valued advertisers. Sponsored content is produced or commissioned by advertisers working in tandem with Times-Leader's sales representatives. Sponsored content may not reflect the views of The Hendricks County Business Leader publisher, editorial staff or graphic design team. The Hendricks County Business Leader is devoted to clearly differentiating between sponsored content and editorial content. Potential advertisers interested in sponsored content should call (317) 300-8782 or email sponsored@businessleader.bz.

Local Decisions. People You Know.

We know that you are in this for the long haul with a dedication few can understand. We would love to talk with you to see how we can assist you in finding more solutions to help you get ahead in today's changing agricultural environment.

- **Operating Lines of Credit • Leasing – Facilities and Equipment • Equipment Loans**
- **Farmer Mac Loans • FSA/USDA Guaranteed Loans • Livestock and Building Loans • Real Estate Loans**

We Do That!



STATE BANK
OF LIZTON

Our financial goals: yours.



Rick Isenhower
Vice President,
Ag/Commercial Banker

2436 N. Lebanon St.
Lebanon, IN 46052
Direct: 317-858-6114
Cell: 317-446-3647
risenhower@statebankoflizton.com



Jon Stevens
Vice President,
Ag/Commercial Banker

1801 Indianapolis Avenue
Lebanon, IN 46052
Direct: 317-858-6118
Cell: 317-709-9056
jstevens@statebankoflizton.com

Avon/Prestwick | Brownsburg | Dover | Jamestown
Lebanon | Lizton | Plainfield | Pittsboro | Zionsville/Anson

866.348.4674 | www.StateBankofLizton.com



GRAND OPENING COMMUNITY APPRECIATION



*Celebrating 28 years
in business in our amazing
Hendricks County community.
Visit our new expanded facilities
located at 1475 East Main Street,
Danville, IN, 46122.*

Sat., Nov. 4th

Noon - 6

Facility Tours

Noon - 6:30

Give Hunger the Bird

Benefiting

**Hendricks County
Food Pantry Coalition**
*(car donated by
Gonzalez Auto Parts)*

DJ & Music

throughout the day and
between Live Music

Live Concert/Music

1:30-7:30

featuring

BackRoad 39

Christine Nicole & Joe Cannella
benefiting Project ANGEL

Food Trucks

Drawings & Door Prices



"Neighbors Helping Neighbors"

**Questions about event:
Suzanne Shafer, 317-271-1400**

About Project Angel:
Denise Mesarosh, 317-790-5546
About Hendricks County Food Pantry Coalition:
BMorphew@abundantlifehouse.com

Hendricks County Jewel Find

The first 10 who can identify this photo by
Nov. 1, 2017 will be entered to win a \$250
Nelson Jewelers' gift certificate to be awarded
Dec. 20.

Send your answer to us at:
hcjewel@icontimes.com



**FREE RING
CLEANING**
(Offer expires Dec. 16, 2017)

Since 1958
Nelson Jewelers
22 E. Main Street • Brownsburg
317.852.2306 • NelsonJewelers.com

A Legacy of Learning

For 17 years, Sharon Pinnick passionately instilled a love for learning in her Avon elementary students. After she lost her life to cancer, her husband honored her memory by creating the Sharon Pinnick Educational Fund at the Community Foundation.

To date, this fund has provided over \$40,000 to Avon Teacher of the Year nominees and the Avon elementary media centers. Through this fund, Sharon's love for children continues to make a difference in our community over 20 years later! Call HCCF today to leave your legacy for the causes YOU care about!



317.268.6240
www.hendrickscountycf.org

**Hendricks County
Community Foundation**



From The Publisher

For 43 years, Cleda has been 'Selling from the Heart'

I've said this before, but one of the things I enjoy most about my involvement with the Business Leader is getting to know small business owners.

For the last 12 years, I've met some of the most interesting work-hard, play-hard small business owners in Hendricks County. One such person is 85-year-old Cleda Janke.

For 43 years Cleda has been the owner of Ginger n Spice Ladies Fashions, a high-end boutique for women at Prestwick at the Crossing (she moved to Avon from Chapel Hill shopping center 29 years ago). I first got to know Cleda when we featured her on the cover of the Business Leader in April of 2016.

I was saddened when I dropped by last month only to learn that she was closing the shop. I had a hunch she may be calling it quits. You see, almost a year ago she was in an accident where she broke her leg in seven places as well as suffered an arm injury. I didn't mention she would drive every day to Avon from the Center Grove area of Greenwood.

"It's been bitter sweet," she said recently as to the closing of Ginger n Spice.

What's not bitter sweet is Cleda's work ethic. It's high octane, hard and heavy – she could roll with some of my favorite heavy metal heroes, no question.

Cleda is not looking to slow down, either. She says she wants to write a book about Ginger n Spice. She says she would title it, "Selling from the Heart." Because. "... that's what I've always done, is pleasing people (it's) not (about) the dollar."

She says she loves to sell because, "It's in my blood."

In the new, it's-all-about-me work world where people are constantly looking at their watches and changing jobs every few months we could use a few more Cledas. They get things done and although Ginger n Spice is no longer an entity, Cleda is already looking for her next work opportunity.

"I will never just sit around," she says. "I'll drop dead working probably."



Rick Myers is founder and publisher of the Hendricks County Business Leader.
Email: rick@icontimes.com

Money Matters

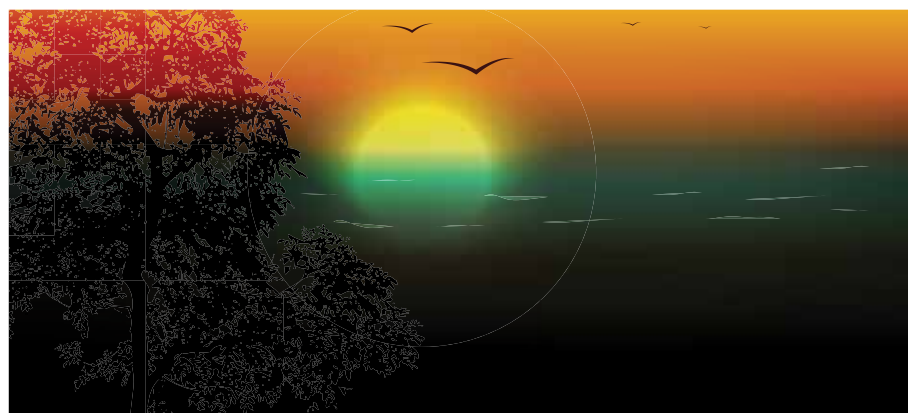
Clear your mind and 'just be'

By Jeff Binkley

I think about you Dear Reader. I think about you a lot. I think about what words I can share with you that would be enlightening, uplifting and yes sometimes even educational. I was thinking about you this morning on my way back from dropping off my neighbors at the airport for their flight back to their Florida home for the winter. I had the radio off; the crescent moon was hanging in the sky with Venus dangling underneath her. The sun was just starting to rise and paint the sky the colors that make Hoosier sunrises and sunsets so very beautiful, especially at this time of year. And at that moment I was just "being."

I had nothing on my mind but the moon and Venus and those beautiful colors. And then I thought of you. And what I would write.

This isn't a column about markets nor Trumpenomics nor the likelihood of the Fed raising or not raising rates. No, let's save that for some other time.



Today I want to encourage you to "just be." We all live so very busy schedules. So many demands. So many tasks. So much information bombarding us seemingly 24/7. Just Be!

Get off Facebook for a while. Don't check your email. It can ALL WAIT! Don't read

a book. Don't listen to music. Don't vege in front of a video game or binge on Netflix.

JUST BE!

I try never to make demands or requests from you Dear Reader, but today I would ask you to consider a suggestion. It's simple in concept really, but I personally have

found it very difficult to do at least when I first started doing it.

But first a story:

I recently spoke to a group of High School Seniors who were entering into internships. In preparation for that I polled a dozen or so business leaders I know asking them what their number one pet peeve was with high schoolers. Overwhelmingly, the response I received was that they are too attached to their phones. Then I realized that I was too. Maybe we all are.

My suggestion to you:

Every once in a while,

Turn everything off. Be present. Put the phone down and Just be.



Jeff Binkley is the Founder and Managing Director of Binkley Wealth Management Group. He can be reached at Jeff@thebinkleygroup.com or (317) 697-1618.

8 Hours Free



CFS wants to give you 8 hours FREE on your next temporary order! We have experienced accounting and finance professionals available to meet your specific need.

Client satisfaction is the most important part of our business, and we work hard to ensure that each placement we do is the absolute best. We'll help find the right solutions to meet your staffing needs.

Temporary Accountants, Bookkeepers and Financial Professionals

www.cfstaffing.com
Call Michele at 317-550-1534

Offer valid on your next temporary order of 40+ hours. Limit one per customer.

"Mention this ad when you call CFS to receive 8 hours free!"

Temporary/Project Staffing | Direct-Hire | Executive Search

Follow us for the latest in job search, news, and more!



*Offer valid on new temporary orders of 40+ hours in a week.

We CAN Handle the Truth!

At Bassett Services, Inc., we take our work seriously. So seriously that we are the only locally-owned heating and cooling firm that will communicate with you after any work is performed to ensure that you are 100% satisfied. That's why we've been the go-to heating and cooling firm in Hendricks County for 39 years. Check us out at BassettServices.com to see what over 5500 real-time reviews of people like you are saying about us.

Call us today for your heating and cooling needs.

Bassett
SERVICES, INC



317-204-2179

BassettServices.com

OPENING NEW DOORS

Dr. Yvonne Culpepper and her instrumental role in planning Hendricks Regional Health's new Brownsburg Hospital

By Nicole Davis

It's been 27 years since Dr. Yvonne Culpepper, also known as YC, fell in love with Hendricks Regional Health. Through that time, she's taken on leadership roles that have helped to not only grow the quality of care that the healthcare organization offers but also to expand its facilities.

Now she's helping wrap up her largest project to date. Hendricks Regional Health Brownsburg Hospital is expected to open

How Dr. Culpepper did it:

What's the best advice you ever received?

Do the right thing even when no one is watching. Don't be afraid to take risks and learn from every mistake. Be a lifelong learner by learning something new every day.

Best business decision I ever made:

Hire bright, innovative staff who share your same values and goals.

Worst advice you ever received?

The worst advice would be telling people that you know exactly what they are going through or how they are feeling especially when you haven't walked in their shoes.

In five years I want to...

Want to be involved with growing and operationalizing services at Hendricks Regional Health, especially sites like Brownsburg Hospital which has 10 acres for future expansion.

What is the secret to your success?

Believe in yourself and have passion for what you do. Work really hard and play really hard. Take time for those special people in your life who matter the most to you. Remember to say "thank you" and most of all... laugh and have fun at whatever you do.

in December. The public will be able to get a sneak preview on Sunday, Nov. 19 from 2-5 p.m.

"Being a longtime resident of Brownsburg, Yvonne helped us to understand what healthcare services the town needed," said Kevin Speer, Hendricks Regional Health president and CEO. "When we made the decision to expand Hendricks Regional Health's services in the growing community, she was instrumental in helping with our expansion strategy. Not only was her insight valuable, she also led the building's planning and operation efforts. Yvonne's mark is evident in every aspect of our new Brownsburg Hospital and I am very thankful for this."

Culpepper, who is originally from Crown Point, has lived in Brownsburg going on 39 years with her husband, Allen. Her three children and four grandchildren also reside in Hendricks County.

She earned her Bachelors of Science in Nursing from Indiana University Bloomington, finishing up her clinical at Methodist Hospital, downtown Indianapolis. She worked with Methodist for 15 years, eight years in dialysis and transplant and seven in the trauma unit. As she was completing her Masters of Science and Nursing through IU, she again had to choose a location to complete her clinical.

"Methodist at the time was such a large hospital," she said. "I was in leadership there. I said I wanted to go to a community hospital, someplace with a low turnover and low vacancy rate. I was told to go to Hendricks. I said, 'Hendricks? I live in Brownsburg and have never been west of 267.'"

She decided to give Hendricks Regional Health a try.

"I was pleasantly surprised, the best-kept secret on the Westside of Indianapolis as they say. I found out that the technology and quality were as good as, if not better than, downtown," Culpepper said.

She returned to Methodist, but after reading about an opening at Hendricks

Regional Health, she applied. She came in as the vice president of nursing, now called chief nursing officer, in 1990. She later earned her Ph.D. from Purdue University (West Lafayette, IN).

In 2014, she was named chief operating officer and in 2015, corporate compliance officer.

"Who would have thought that you start out in nursing and you take care of patients day in and day out, that you end up doing this?" she said, "I was always the one that talked at the staff meetings and when leadership positions became open, they said 'you do it.' I would step up to the plate. I found out that was my passion. I truly enjoy taking care of patients through other people and through staff."

One project that she had a hand in was the 100,000 square foot expansion to Hendricks Regional Health (Danville Main Campus), which included a new surgical floor, cafeteria and operating rooms. Her largest project, though, is still ongoing.

Hendricks Regional Health leaders began talking about the need for services in Brownsburg.

"Living in Hendricks County, but particularly in Brownsburg, there wasn't a lot of primary care services as well as immediate care and an ED," Culpepper said. "Today, it's growing up and we have a couple of folks competing with us, but when we started it, this was untapped. I believe the community can benefit from it. They need it. Today, people don't want to drive, they want to get their services close to home."

The board approved the project in March 2016 and held a groundbreaking on the 9.2-acre lot in April. Culpepper has spent her time attending many facility meetings, and now weekly operational meetings, while the building is under construction.

"My job is easy," she said. "I can oversee things. I have great people that work with Hendricks; they're the movers, they're the pushers. People looked at their own areas, what they needed,

and they took care of it. I just coordinate. I can't thank enough all of the people who have been involved. Without good people, it wouldn't have been done."

What started as an idea to construct an ambulance-only facility turned into much more. The new 100,000 square-foot hospital will employ 135 people and include immediate care, lab, radiology, cardiac rehab, an inpatient medical unit, doctors' offices, women's center, New Live Associates, rehab services and more.

The organization has kept the community involved throughout the process, including the naming of the hospital.

"We organized focus groups to find out what is that Hendricks County folks want to see," Culpepper said. "We used a lot of their suggestions. The one I laugh the most about is the name of this. We started off as the Brownsburg Ambulatory Care Center. As we went along and decided to make it a hospital, I said you can't say ambulatory care center. We were given the task of coming up with a name. A few of us sat around the table and after about two and a half hours, we couldn't think of a name. We said let's let the community name it. It had to be fast. It was sent to marketing and 150-some phone calls were made to people who live in this community. They came up with Hendricks Regional Health - Brownsburg Hospital."

Culpepper said she couldn't be prouder of the project that will soon open in her own hometown. While she'll spend some time there upon its opening, her workload won't cease. The board of directors recently approved a large project on the main campus, adding IV therapy, wound and endoscopy. They also just received the bids to expand two operating rooms.

"Futuristically, we need some surgical services here," she said. "Hopefully we'll finish this project and look at how we can grow the Brownsburg facility. I think it's just the beginning."



Photo submitted. Cover photo by Rick Myers%

Other key players from the HRH team



Matthew Browning, MBA, MHA, CPHQ, Executive Director Business Strategy, coordinated the project's business planning and facilitated conversations between Hendricks Regional Health, Town of Brownsburg and Town of Brownsburg Redevelopment Commission. A Brownsburg resident, Browning assisted with all state and national accreditation activities to ensure the hospital is appropriately licensed including inspections from

Healthcare Facilities Accreditation Program and Indiana State Department of Health.



Gary Everling, MBA, Vice President, Chief Strategy Officer, was instrumental in procuring the land the hospital sits on and helped with the oversight of the hospital's construction. Everling led the direction of the services that will be available and assists in the recruitment of the hospital's medical staff and support staff. He played a key role in bringing the primary care physicians at Brownsburg North Family Medicine into the Hendricks Regional Health

Family and moving their practice to the hospital.



D. Michelle Fenoughty, MD, MBA, FACOG, Chief Medical Officer, led staffing and recruitment of providers and development of patient-care protocols. When the hospital opens, Dr. Fenoughty will help identify what additional service needs are necessary.



Shane Sommers, MS, PT, OCS, CSCS, Executive Director of Professional Services, oversaw the development of the outpatient areas of the hospital. Shane played a key role in researching services Hendricks Regional Health provides in each Hendricks County community and identifying areas of need in Brownsburg.



Kevin Speer, JD, President and Chief Executive Officer, led the hospital's strategic planning to keep care local. As a Brownsburg resident, Speer saw first-hand the rapid growth occurring and led market research that identified the timing was right to expand HRH's services in Brownsburg, especially in emergency and primary care. Speer and his executive team are the innovators behind

the hospital's side-by-side Emergency Department and Immediate Care Center, which allows patients to choose their level of care and arrange visits to several providers on the same day and in the same location.

Hendricks Regional Health Brownsburg Hospital By the numbers

100,000 sq. ft. hospital

\$52 million project

Created **130+** jobs

**Only side-by-side Emergency Department
and Immediate Care Center
in Hendricks County**

6 inpatient beds with capacity to add
14 for a total of **20**

Services:

- Emergency Department
- Immediate Care
- Lab
- Radiology/Imaging
- Cardiac Rehab
- Inpatient Medical Unit
- Multi-specialty Clinic
 - Rotating Specialty Doctors (i.e. urology, podiatry, dermatology, etc.)
- Doctors' Offices
 - Brownsburg North Family Medicine
 - Hendrick Orthopedics & Sports Medicine
- Women's Center
 - Mammography & Bone Density Testing
 - New Life Associates
 - HRH Breast Center
- Rehab Services
 - PT/OT
 - Speech Therapy

Biz History from the Hendricks County Historical Museum



Tracy Shearer in the projection room at The Royal Theater, Danville.

Photo By Deanna Hindsley

The Royal Theater

A working museum of projection history

By Deanna Hindsley

Royal Theater owner Tracy Shearer loves her theater on the courthouse square in Danville. She was glad to tell me her story.

The Shearer family moved to Danville in 1998, and since Tracie loved “all things old” she saw the Royal as a most interesting piece of Danville and dreamed of re-opening it. When she learned that building owner, Lee Comer had the same dream, the two made it a reality.

This small-town theater focuses on family movies, retro movies, and concerts. My husband and I love to go and sit among the families who come here for an affordable evening of fun. We munch our barrel of popcorn, slurp our soft drinks and indulge ourselves in Pixar fun!

I had always wanted to see the projection room, so out the front door we went and up

a stair into a small second story projection room--a virtual museum of the projection history. The room is lined with lead because in the old days, the film was shown through a projector the held two electrical arcs that actually produced a flame which was the light for the film to show through - and the film was flammable. Should the film catch fire, the heat would cause the doors on the windows to automatically drop, seal off the room and the projectionist would run out the door, slamming it behind him, so the lack of oxygen would kill the fire. Projectionists for paid well for this dangerous job.

In those days a movie was shipped to the theater in four to five spools that had to be spliced together to show.

Now, they have a digital projector a little bigger than R2D2. It can download the movie

from a small device about the size of a VHS cassette.

Tracy had told me a great deal about the history of the Royal, but she added, “If you want to really learn about the history of the Royal, talk to Betty Bartley at The Republican newspaper.”

I knew that Betty keeps an encyclopedia of Danville history in her head, so I headed over to her office.

Indeed, she did know the history, and recounted it, including how the Royal Theater has nurtured the town throughout its life. Betty began:

In 1911 Ed Caldwell showed movies in a small frame building on the west side of the courthouse square in Danville, eventually moving to the west side.

Second owner, Englishman Thomas Barnett, built the current building in 1918. His English heritage probably accounts for the Tudor style of the building. During this time, high school graduations were held in the theater. He died in 1932 and The Republican issue of February 11, 1932 read “Local Theater Man Called by Death”. His funeral was held in the lobby of the Royal Theater.

During WWII, the Royal Theater supported Victory Bond drives by offering free admission if you bought a War Bond. It also supported the Red Cross.

In 1948 when a tornado destroyed homes in Coatesville and Danville, the Royal showed free movies to entertain children while parents cleaned up the rubble and rebuilt houses.

In the 1960s Robert Ahart owned the theater. He also was a great friend to the community. There was a boy who often fell asleep in the back row of the theater. Robert knew the family, so after the movie, Robert would pick him up and carry him home.

The Royal was one of the first buildings in town to be air-conditioned and advertised that, so people would come to the movies to be comfortable and cool.

The original building had a ticket booth in front that faced the sidewalk. After a prankster threw a firecracker into the ticket booth, the ticket sales counter moved inside. The early theater did not have concessions. At some point, a countertop was added where a popcorn machine supplied this crunchy treat.

Betty wrapped up her soliloquy by reflecting, “The town of Danville truly feels ownership of the Royal Theater because so many of us grew up there with our families. First dates were there, first kisses were there. And when in 2007 Tracy had to convert to a costly projector that could show digital movies, the town came together in fundraisers, school kids donated, and businesses chipped in. The Royal is a part of our personal history.” In 1948 when a tornado destroyed homes in Coatesville and Danville, the Royal showed free movies to entertain children while parents cleaned up the rubble and rebuilt houses.

In the 1960s Robert Ahart owned the theater. He also was a great friend to the community. There was a boy who often fell asleep in the back row of the theater. Robert knew the family, so after the movie, Robert would pick him up and carry him home.

The Royal was one of the first buildings in town to be air-conditioned, and advertised that, so people would come to the movies to be comfortable and cool.

The original building had a ticket booth in front that faced the sidewalk. After a prankster threw a firecracker into the ticket booth, the ticket sales counter moved inside. The early theater did not have concessions. At some point, a countertop was added where a popcorn machine supplied this crunchy treat.

Betty wrapped up her soliloquy by reflecting, “The town of Danville truly feels ownership of the Royal Theater because so many of us grew up there with our families. First dates were there, first kisses were there. And when, in 2007 Tracy had to convert to a costly projector that could show digital movies, the town came together in fund raisers, school kids donated, and businesses chipped in. The Royal is a part of our personal history.”



Deanna Hindsley is president of the Hendricks County Historical Museum and has served on the museum board for 8 years. She is also a freelance writer and lifelong resident of Brownsburg. dkhindsley@gmail.com

Open 4 Biz

New chocolate shop is a chocolate lover's dream

By Faith Toole

When Allison Lukovich-Dixon describes her soon to open chocolate shop, it sounds like something straight out of Charlie and the Chocolate Factory.

"A magical factory with a chocolate looking floor, chocolate melters flowing, irresistible coffee and cocoa drinks, scrumptious gelato, elaborate truffles and custom handmade chocolates," she said.

On Nov. 17, Allison's dreams will turn into reality when the doors of Schakolad Chocolate Factory open in The Shop's at Perry Crossing in Plainfield.

Allison was raised in her parent's health club, in charge of the vending (candy) machines. Now she is taking her love of chocolate to a whole new level.

The name Schakolad, a combination of co-founder, Baruch Schaked and the word "chocolate," is associated with three generations of chocolate making which is made fresh, on premises at each location. Schakolad believes that chocolate is one of

life's perfect foods--passion for the palate and fuel for the soul. Opening the franchise is the perfect fit, and chocolate will continue to be a part of her happy life

Describe your business in one sentence.

A chocolate lover's paradise, a magical, happy place to be.

Why did you want to open your own business?

I love meeting new people and enjoy making chocolate creations. A company that is known not only for its fine chocolate but its creativity is heaven to me.

Schakolad Chocolate Factory
351 Marketplace Mile, Unit 160
Plainfield



Allison Lukovich-Dixon, owner of Achadolad Chocolate Factory,

Photo by Faith Toole

Describe your Schakolad Chocolate School experience.

A week filled with chocolate, learning the machinery and how to mold and dip chocolate. The secrets of perfecting each piece. A lot of sampling and educating myself on the benefits of good chocolate.

What is one thing that could help your business?

I have to believe that would be to share the health benefits of chocolate. There are many studies that say eating a small square of dark chocolate daily can help lower blood pressure and stress hormones.

What advice would you give to someone thinking about opening their own business?

My kid's advice, "Mom you will never know unless you try!" I know where they have heard that from ... my husband, Larry and our family. My sister, Angela Pedregon has been cheering me on since last year when I started dreaming this up. She gave me stickers that I look at every time I need a push. The love the one that says, "When you feel like quitting think about why you started" and my favorite, "The voice in your head that says you can't is a liar." So my advice would be, go get your happy!



Powerful solutions for powerful businesses.



Businesses depend on Duke Energy for our reliable service, competitive rates, and technical support to help manage their energy use.

Our award-winning site selection services are also available to help our business customers gain a competitive edge – and have a positive impact on our communities.

A CAMPUS OF CARE



Our campus can provide the right care and service for each stage of life. With our carefree independent and assisted living, short-term physical therapy, post-hospital care, and long-term care, we have a unique plan to meet every family's needs.

QUALITY CONTINUUM-OF-CARE SERVICES

Call today to ask about
monthly promotion
and to schedule a tour!

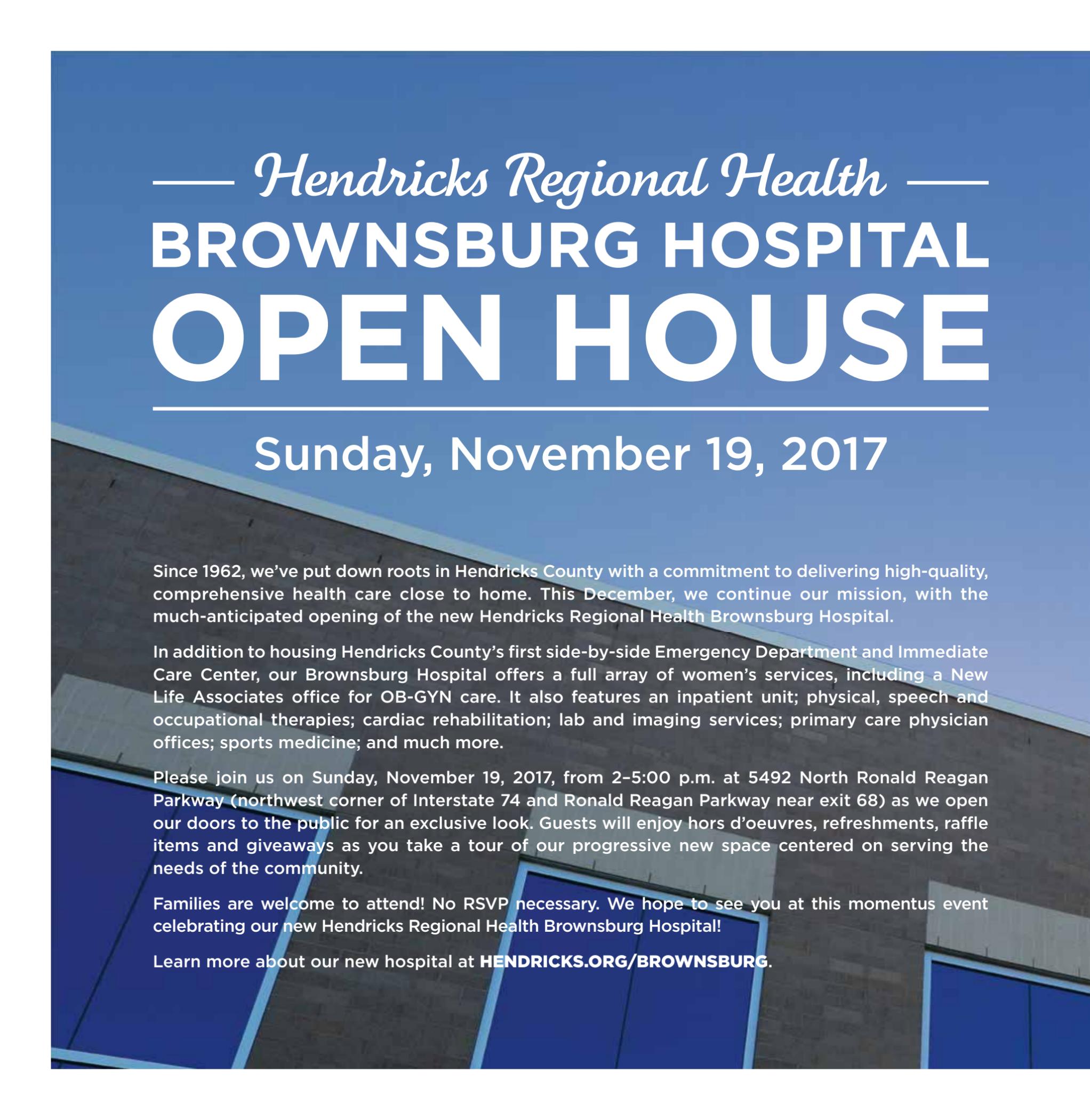

**WESTSIDE
GARDEN PLAZA**
A SENIOR LIVING COMMUNITY
317.271.1020
INDEPENDENT LIVING


**Westside
Village
Health Center**
317.209.2800

SKILLED NURSING & SHORT-TERM THERAPY

8616 West Tenth Street • Indianapolis, IN 46234


**THE BRIDGE
AT GARDEN PLAZA**
AN ASSISTED LIVING COMMUNITY
317.271.1020
ASSISTED LIVING



— *Hendricks Regional Health* —
BROWNSBURG HOSPITAL
OPEN HOUSE

Sunday, November 19, 2017

Since 1962, we've put down roots in Hendricks County with a commitment to delivering high-quality, comprehensive health care close to home. This December, we continue our mission, with the much-anticipated opening of the new Hendricks Regional Health Brownsburg Hospital.

In addition to housing Hendricks County's first side-by-side Emergency Department and Immediate Care Center, our Brownsburg Hospital offers a full array of women's services, including a New Life Associates office for OB-GYN care. It also features an inpatient unit; physical, speech and occupational therapies; cardiac rehabilitation; lab and imaging services; primary care physician offices; sports medicine; and much more.

Please join us on Sunday, November 19, 2017, from 2-5:00 p.m. at 5492 North Ronald Reagan Parkway (northwest corner of Interstate 74 and Ronald Reagan Parkway near exit 68) as we open our doors to the public for an exclusive look. Guests will enjoy hors d'oeuvres, refreshments, raffle items and giveaways as you take a tour of our progressive new space centered on serving the needs of the community.

Families are welcome to attend! No RSVP necessary. We hope to see you at this momentous event celebrating our new Hendricks Regional Health Brownsburg Hospital!

Learn more about our new hospital at **HENDRICKS.ORG/BROWNSBURG**.



Biz Leadership

Exceptional leadership

By Karl Zimmer

In the previous articles, I revealed and explored a new paradigm of leadership that I've referred to as, "conscious leadership." The acronym RULE®, which stands for Respect, Understand, Love and Enjoy, is the foundation for this paradigm. In the last article, Ultimate Leadership, I continued to put it all together. Let us open things up even more to get the most out of this forum.

When we put all the elements of RULE® together and practice them as a system, we obtain results that improve not only our effectiveness as leaders but also the performance of our organizations. In order to get the most out of what we've learned over

"As a leader, you don't have the option of delegating upwards, so what do you do?"

the course of these past ten articles, it would be helpful to engage each other by sharing our experiences and answering questions from and by those interested. Many of you have experience that the rest of us could learn from, and by sharing with each other, we all benefit. Every relationship provides an opportunity for each to teach and to learn, and ours is no exception.

Have you ever had a manager in your organization, "delegate upwards?" If so, what did you do? What might we do to dissuade that behavior? People tend to delegate upwards for a variety of reasons, one of which is that they don't know how to handle an issue but they

don't want to seem incompetent. As leaders, it is up to us to prevent "the Peter principle" from occurring in our organizations, but some managers may still find themselves dealing with issues they are unable to handle. What happens when you, as leader, are uncertain about something brought to your attention, yet everyone is looking to you to solve the problem?

As a leader, you don't have the option of delegating upwards, so what do you do? The best thing you can do is to engage others in the process. You may admit that you are not sure how to best solve a particular problem. As a leader, it isn't up to you to solve every problem but rather to lead the organization so that everything that needs resolution is resolved. I've found that some of the most enlightening and rewarding experiences are dealing with an unknown, because when we are thrust in with both feet, we have an opportunity to learn a lesson we will never forget and to become better leaders once we get through it.

Help fellow readers get the most value from this column by sending your questions so that we can further explore how all elements of RULE® can inspire and motivate the highest performance and satisfaction at work. This column is dedicated to sharing experiences, research, and ideas about great leaders.



About: Karl is a father, speaker, author, and successful CEO. We encourage questions & comments. Karl can be reached via Zimmer Success Group in Plainfield (<http://Z-Success.com>). RULE® is a Registered Mark of Karl R. Zimmer III

The Personal Touch

There's no reason to be crass

By Scott Flood

Not long ago, I ran across an article by a CEO of what appeared to be an impressive, progressive company. I expected to find a glimpse of useful wisdom, but was stopped in my tracks by the sheer amount of profanity and vulgarity he had woven into his words.

The CEO may have had brilliant counsel to share, but I was so distracted by the scatological remarks and gratuitous profanities that peppered his remarks that I can't even remember the subject of the article, or the name of his company.

"I'm not a prude or someone who lives in a sheltered world. I can swear with more vigor and variety than most people I know."

I'm not a prude or someone who lives in a sheltered world. I can swear with more vigor and variety than most people I know. But I don't understand why a presumably respected leader found it necessary to publicly spew that kind of language while promoting his business.

Crass has become the new normal. We have entertainers who spit out profanity with the enthusiasm of a tent preacher. We have professional athletes who can't be interviewed without a bleep button. And we

have a president who brushes aside what he dismisses as locker-room talk.

There's nothing new about crass or profane language. What does appear to be new is a willingness to take that language out of the private settings and spew it publicly.

The simple fact is that profanity and vulgarity are lazy substitutes for real emotion. Writers who use them the way I sprinkle parmesan cheese on pasta are taking the easy way out. Being crass offers no real benefit to the speaker or her audience. It doesn't improve communication, sharpen meaning, or enhance anyone's image.

The world is already full of tastelessness and vulgarity. Why would anyone feel the need to drag us down any deeper? If you want to bandy obscenities and vulgarities around the locker room, the golf course, or the bar, have at it. But please don't weave them into your conversations or writings about your business.



Scott Flood creates effective copy for companies and other organizations. You'll find more articles at sfwriting.com. ©2017 Scott Flood All rights reserved.

TECH Savvy

How responsive is your website?

By Chet Cromer

Last month I wrote about the bleeding edge tech, which can be defined as promising new technology that pushes conventional limits so far that should it fail, could lead early adopters to incur painful hardship and expense. This month and next, I will be discussing two once bleeding-edge technologies that have found their way into the mainstream.

We've all heard of "mobile friendly websites," and we all know when a website IS NOT mobile friendly the moment it pops up on our phone. Zoom in, zoom out... pan over here, and then zoom back in.

Click on a menu item to dive deeper, and before you can tap where you want to go, you're taken somewhere else because your fingers are just too big to tap in the right spot.

It wasn't long ago that mobile friendly websites were bleeding edge. In the early days, the idea was

that when a person visited your website, the back-end system could perform some computer magic and if the visitor was on a phone, it would take them to a completely different website, geared specifically for small screens and fat fingers.

The strategy worked, but it was costly. It brought the Internet to phones, and users could quickly find your company's address and phone number without the hassles described above. The challenge was that all of this was happening at the same time as the "content revolution," which resulted in fresh content needing to be added separately to multiple websites, each time in a manner specific to the device it would be viewed on.

This got the job done, but if you wanted to build a website in this manner, you were going to be spending some big bucks now and large amounts of time down the road keeping your sites in sync.

The benefit was there for many forward-thinking businesses, though, and they took the leap.

Fast forward 4-5 years, and when I'm talking with clients about ensuring their websites are mobile friendly, I prefer to turn the conversation to a term we now call "responsive." We don't just want your website to look good on a PC and a phone... we want it to look good on ANY device, whether that's a phone held sideways, a large tablet, or a 65" big screen.

The term "responsive" represents your website's ability to detect and "respond" to a changing screen size, and when a website is built on this foundation, it gives the site the ability to share its all-important content in a way that's natural and easy to navigate, regardless of the device being used.

This is where those early adopters' investment in bleeding edge benefits us all. They may have

gotten there first and paid a little more to do so, but they paved the way for the rest of us to experience the same results without the headaches involved with getting there first.

Next month we'll look at another technology that was once untested, rough around the edges, and without a clear path forward, that is now taking the world by storm: cloud-based email and file storage.



Chet Cromer is the president of C2IT Consulting, Inc., a Plainfield-based technology business that provides websites, mobile apps, and IT consulting/support to businesses across central Indiana. He can be reached at chetcromer@c2itconsulting.net or (317) 721-2248.

BUSINESS LEADER[®]

HENDRICKS COUNTY

2017 COVER PARTY



Presented by

STATE BANK
OF LIZTON

Food • Fun Networking

SEE YOU THERE!

RSVP to
coverparty@businessleader.bz
by Nov. 14

Join us for the Hendricks County Business Leader's November Cover Party, sponsored by State Bank of Lizton. Enjoy wine and hors d'oeuvres and mix with colleagues and your peers from throughout Hendricks County during this fun and casual after-hours business affair as we honor: September cover, owners of Flora Brothers Painting, **Aaron and Justin Flora**; October cover, **Dr. Jayme Adelsperger**, Brownsburg orthodontist; and November cover, **Dr. Yvonne Culpepper**, Hendricks Regional Health.

November 16th • 4:30-6:30 PM

**Hendricks Regional Health Brownsburg Hospital
5492 N. Ronald Reagan Pkwy, Brownsburg**

**For more information, contact us at:
coverparty@businessleader.bz or (317) 918-0334**

Biz Research

Leveraging a generational workforce

By Jim Ittenbach

Many organizations are being tasked with a daunting responsibility to preserve their organization's customer-centric service tenets as well as to recognize, embrace and accommodate emerging generational approaches to family, career, community and personal growth.

While established organizations, both for-profit and not-for-profit alike, compete for talented individuals who embody their organization's core value tenets, leadership must remain vigilant to emerging generational workforce desires regarding the integration of career, life and personal values. Of equal importance, leadership should foster a willingness to listen to an associate's growth and enrichment interest as well as their "living life" desires. If properly done, progressive companies will remain competitive, become the go-to place for talented individuals, void of tainting their core value structure.

The intent of any workforce enrichment effort should be to revitalize a corporate culture that can embrace and empower the emerging worker without straying from core cultural values and customer-centric delivery structures. This can be accomplished by

listening to understand, supported by an accommodating learn-to-improve program that can enrich an associate's work/personal

Recent studies reveal that new entrants into the workforce are also seeking meaningful connections to social/civic organizations



experiential need. Your organization can begin by exploring how best to leverage the uniqueness of your customer relationship to embrace and empower our next generation of employees by recognizing their unique contribution to their connecting experience.

that personify personal beliefs. Your organization's ability to craft community connection programs that can deliver personalized enrichment to the workforce can truly be a win-win for all. Ideally, these community connections can employ the

talents and connectivity of your senior staff to guide and inspire your new arrivals in leadership training professional networking. Meaningful mentor relationships promote workforce tenure and improve productivity.

All things considered, the overarching intent of any cultural revitalization to attract and retain talented workers must be embedded within a willingness to preserve a "listen and learn" leadership mentality fortified by an intent to continuously improve an evolving customer-centric service delivery that concomitantly connects and enriches your workforce's personal experience as well. Done well, you should attract and retain individuals who exemplify the desired temperament and convictions of your core values in very competitive times.

Live Long and Prosper.



Jim Ittenbach is owner of SMARI, a research company, and he offers insights based in his years conducting research.

Working hard for your Business!



With over 20 years of experience in commercial banking, Kathy Spencer-Ellis is committed to helping your business move to the next level.

Offering a solutions-oriented approach and unmatched personal service, she will bring professional solutions that work for you and your business.

Stop by or call Kathy today!

Visit our new
Plainfield
location at
990 W. Main St.

SINCE 1890
HomeBank^{SB}
There's no place like Home.

317.754.2896

Kspencer-ellis@homebanksb.com

www.homebanksb.com



Mechanics of a changing industry

By Chris Cornwall

If you peered into a modern car mechanic's tool chest, one might expect to see traditional tools like sockets and monkey wrenches, and they certainly would. But it might also surprise them to see the variety electronic devices now needed to service cars.

Rick Alexander, owner of Alexander Auto Repair in Avon, keeps an arsenal of factory-level diagnostic equipment that needs to be continuously updated.

"Our main thing has always been electronics or the computer systems of a car," he said. "It can be difficult to keep up with, but it's not impossible."

Inside his garage is a special computer made by Dell with four separate drives which is meant to keep information from other vehicles from overlapping. Alexander says the overlap could corrupt the vehicle, and also mentioned that cars can get viruses.

"We are going more and more to an autonomous car with electric locks, steering and if someone breaks the software, they can break into it," he said.

Dozens of adapters and specialized tools are needed for different car makes and models, which impacts the cost of doing business.

"This one costs \$1900," he said while holding up an adapter resembling a laptop computer power cord. "Here is the older version, an old wi-tech pod, when they wanted you to go wireless. It was \$3000. Now you can throw it in the trash."

Alexander also discussed what he thought were the challenges facing the industry as a whole.

"I think the biggest challenge in our industry, that maybe people do not realize, is that getting your car done in an eight-hour time-frame is a huge task for us all to do," he said. "It's not like fixing a washer or a dryer, there are too many systems and too much going on in some cases. That's why I think people run into problems when repairing a car because they are rushing."

Alexander also mentioned that he often sees customers come in after watching a YouTube video and tell him what's wrong

with their car, how to fix it and how much it should cost.

"You can watch a YouTube video on how to fix your furnace but you can't buy the part because that industry is organized," he said, "With us, the public still drives what goes on with money. For example, I have to be certified to buy Freon, but anyone can go to AutoZone and buy a can of it and just let it leak out. Yet, I have to buy a \$5,000 machine. So the government is forcing us to buy all this stuff and get certified and there are no lobbyists to stop it."

Alexander has been in business over 20 years, and when asked what he felt was the key to his success was, he replied "Above all, be honest with your customers and give them options."

*"Above all, be honest
with your customers and
give them options"*
~ Rick Alexander

Alexander Auto Repair

174 Vista Park Way
Avon
(317) 272-9780



Photos by Chris Cornwall

Stop losing sleep over your back and neck pain.

Nationally ranked expertise for your back and neck pain.

Back pain can come on suddenly in varying locations and intensity. By combining leading edge therapies and a coordinated team of experts, we'll develop your treatment plan specifically for you. And since we're close by, getting the care you need has never been more convenient.

Schedule a
**BACK OR NECK
PAIN CONSULTATION**

For details, call
317.217.BACK (2225)
or visit
iuhealth.org/spine



West Hospital

Biz Briefs

A punch to Parkinson's disease

Rock Steady Boxing of Brownsburg will host its annual fundraiser on Nov. 4 to raise money and awareness for its unique fitness program that helps people with Parkinson's disease through non-contact boxing. The Main Event, held at Don Schumacher Racing in Brownsburg, 1681 E Northfield Drive, will feature boxers, brunch, silent and live auctions, and tours of the NHRA racing

team's shop. It will also highlight stories of inspiration from Indiana residents who use the program. Rock Steady, a non-profit, serves everyone from the newly diagnosed to those who have been living with the disease for decades. The fundraiser is from 10 a.m. to noon. Tickets are \$12 a piece or \$80 for a table of eight. For more information, call (317) 858-0356.

Auto body shop & Project ANGEL holding holiday toy drive event

Shafer's Collision in Danville is hosting a grand opening party to celebrate its new location on Nov. 4. It will include food trucks, live music, and fireworks. The event will help Project ANGEL of Hendricks County support needy children and families during

the holidays. Guests are asked to bring a new or unopened toy to donate or a nonperishable food item. Donate \$5 and you get five swings at a junker. The party starts at 12 p.m. at the new location at 1475 East Main Street in Danville.

Indy Brass Choir to play in Brownsburg Nov. 12

The Indianapolis Brass Choir will hold a concert at Calvary United Methodist Church located at 575 W. Northfield Dr. in Brownsburg on Nov. 12 at 4 p.m. Proceeds will benefit Project ANGEL of Hendricks County

which serves needy children and families. The large brass ensemble volunteer their time and talent without pay to help the community. For ticket information, visit indybrasschoir.com.

Danville Community Awards Night

The Greater Danville Chamber of Commerce will honor those who make the community a great place at the 2017 Community Awards and Trivia Night. The event, catered by All About Thyme, will be held at the Hendricks County 4-H Fairgrounds and Conference Center, 1900 E. Main Street,

Danville, on Nov. 8 at 6 p.m. There will be dinner, cocktails, silent auction, and award ceremony. Tickets are \$25. Proceeds benefit the Larry Reynolds Memorial Scholarship.

For more information, visit www.danvillechamber.org

Avon recognizes Clerk Treasurer Howell for 20 years of service

Sharon Howell was officially recognized by the Town of Avon for 20 years of service as its Clerk Treasurer at the Oct 12 Town Council meeting. A proclamation was read noting her "exceptional service and dedication to the citizens of the Town of Avon." Also noted

was her role in managing a rapidly increasing annual budget. The annual budget was \$1.7 million in 1997 when she became clerk treasure, a number that has increased by over \$23 million.

Kiwanis' euchre tourney and chili cook-off Nov. 11

The Kiwanis Club of Northwest Hendricks is hosting its first euchre and chili cook-off fundraiser Saturday Nov. 11, 6 p.m., at State Bank of Lizton, 206 N. State Street.

Proceeds will benefit children in the North West Hendricks schools. Club members will provide chili and refreshments. Prizes for winners. Tickets are \$20 at the door.

Monthly statistics from Indiana Department of Workforce Development

▲ **3,134,100**

Total Non-Farm Jobs (SA)

Indiana saw a monthly decrease of +11,400 jobs

▼ **64.5 %**

Labor Force Participation Rate

Indiana saw a monthly decrease of -1.30%

▲ **\$9,175**

Exports (millions of dollars)

Indiana saw a quarterly decrease of \$373 million dollars

▲ **2,693,700**

Private Sector Jobs (SA)

Indiana saw a monthly increase of +8,200 jobs

▼ **2,382**

Unemployment Insurance Initial Claims

Indiana saw a weekly decrease of -214 claimants

▼ **1,551**

Residential Building Permits

Indiana saw a monthly decrease of -804 permits

▲ **2,358**

Business Establishments (annual change)

Indiana saw a quarterly increase

▲ **1.5 %**

Business Establishments (annual percent change)

Indiana saw a quarterly increase

▼ **530,500**

Manufacturing Jobs (SA)

Indiana saw a monthly increase of +200 jobs

▲ **3.8**

Unemployment Rate (SA)

Indiana saw a monthly increase of 0.3 points

-0.4 %

Employment (SA) Monthly Change

Indiana saw a monthly increase



INDIANA
WORKFORCE
DEVELOPMENT

Source: Indiana Dept. of Workforce Development, <http://www.hoosierdata.in.gov/indicator/>

2017 Hendricks County Business Leader's Women's Luncheon

Presented by



KEMPER
CPA GROUP LLP

Certified Public Accountants and Consultants



Hendricks
Regional Health



Lunch Sponsor
American Senior
Communities

BUSINESS
LEADER
Hendricks County

LEADERSHIP
HENDRICKS COUNTY, INC.

A portion of the proceeds to benefit Leadership Hendricks County

Save the Date!
December 5, 2017

Luncheon time: 11:30am

Cost: \$15.00

Prestwick Country Club

5197 Fairway Dr., Avon, IN 46123

DON'T MISS! To register, contact Cathy Myers
cathy@icontimes.com or call/text (317) 918-0334

Day Furs
Fur, Leather & Outerwear



ANIMAL PRINT SHEARED MINK JACKET

SCAN HERE TO PURCHASE



1361 S RANGELINE RD, CARMEL, IN 46032
317.844.8733 • WWW.DAYFURS.COM

Peer To Peer

If you build it, they will come



By Howard Hubler

So, from time to time I go to the Chick-fil-A on the south side of Indianapolis at Southport Road and Interstate 65. Typically, I'll go there and pick up a couple of meals and take them to my mom's house and talk about the state of the world. Unfortunately, it was closed the last few months as it was down for construction. One day it was there, the next day there was a giant crater where a Chick-fil-A used to be. I came back a month or so later and there was a brand new Chick-fil-A that was twice the size of the old one.

Well, the big day approached when I was going to give it a try. The other one was plagued with long waits, but this new was so large I could not imagine a wait. I walked in the front door and to my dismay, the line was from the front door all the way to the area where you would normally start the line. However, next to every fourth or fifth person in line was a person with a vest on and a headset. They would ask you your name and what you wanted to eat.

When it was my turn, it was painless, I knew exactly what I wanted and for a couple of moments, I struggled with my name but shortly it came to me. The line was as fast as any line you've ever experienced. Everyone simply went to the nearest cash register of which there were several and stated their name. As quickly as that they handed you your meal and you paid and walked out the door.

I noticed there were three lanes at the drive-through. Again, young smiling happy people with vests and two-way radios were greeting drivers. I presume the same drill, "Name, and what would you like to eat?" Those lines were going as fast as an inter-

state tollbooth. Eisenhower brought the first tollbooth back from World War II along with the interstate as the only idea that we copied from Europe. We're still trying to figure out trains. Anyway, 70 some years later we've finally figured out the magic for making a tollbooth flow. I guess Chick-fil-A just took a page out of their best practices manual.

Advertising executives can give me the name of legions of fast food companies whose names we have long since forgotten. Chick-fil-A won't be one of those companies. Have a blessed day (and no, I did not get a 12 piece chicken nuggets in exchange for this article).



Howard Hubler can be reached at howard@hubler.com.



Progressive Euchre Tournament
2nd Friday Each Month at 7 p.m.
 Park Square Manor
 6990 E County Road 100 N, Avon
Donations accepted — refreshments provided
 Proceeds benefit Kiwanis Club of Avon
 For more information, contact
ljenks@5ssl.com or call (317) 272-7300.

LOOK YEARS YOUNGER



Board certified plastic surgeon offering:

- Botox
- Juvederm
- Kybella



Stanley Harper, MD
 Board Certified Plastic Surgeon

**Special savings
 on Botox
 November 18th**

* must mention ad

SHARPER
 PLASTIC AND RECONSTRUCTIVE SURGERY

10090 East US Highway 36
 Suite D
 Avon, IN 46123

(317) 399-4567 • sharpersurgery.com

Looks at Local Leaders

Each month, the Business Leader focuses on how Leadership Hendricks County delivers the skills local residents need to provide leadership in our communities.

Capping off a year of training

Each Leadership Hendricks County class receives a year of intensive education in a broad variety of issues affecting their communities. In addition, they spend time deepening their understanding of leadership and what makes an effective leader. And then, before their class year comes to an end, they have to merge the two by developing what's known as a Capstone Project.

At the opening retreat, the class is divided into several small groups, based on their interest in specific issues. Each of those groups is then charged with identifying a pressing issue in the community and developing a project that addresses it in a way that will improve the lives of Hendricks County residents.

Many past plans evolved into lasting community assets. For example, the Hendricks County Arts Council and Hendricks College Network grew out of past classes' Capstone Projects. Currently, local towns are in discussions about connecting their trail networks -- another process that began as a class project.

The LHC Class of 2017 formed five project groups, and this month, they'll present their projects to their classmates and LHC alumni at a closing retreat. One group's focus is the county's current battle with opioid addiction. They've been working with the Sheriff's Department and healthcare providers to identify ways to raise awareness of addiction and its impact. If you saw the prescription drug drop-off at the Hendricks County Fair this summer, you saw this group in action.

Another group targeted a different area of public safety: the white lights that sometimes flash at local intersections. Called preemptors, these lights respond to signals from emergency vehicles and change stoplights to ensure that fire trucks, ambulances, and police cars responding to calls have green signals. The group surveyed local residents and found a lack of knowledge about the lights' purpose and what drivers should do when they encountered a flashing white light. In response, they began an information campaign.

Other groups explored the potential consolidation of the Town of Avon and Washington Township, looked at ways to establish youth mentoring programs in Hendricks County, and discussed links between outdoor activities and physical and mental wellness. In addition to trying to make our county an even better place to live, work, and

play, the groups learned how to collaborate with classmates who had different skills and approaches to achieve a common goal. Could that kind of thinking benefit you or your employees? Leadership Hendricks County is taking applications for the 2018 class through November 30. You'll find applications at leadershiphendrickscounty.org.



Members of the LHC Wellness Capstone Team: Sara Nahrwold, Lael Hill, Tammy Haenlein, Kristy Newcomer, Joe Parsons, and Mike Massa with Roger Call of the Hendricks County Sheriff's Department.

**Investing
in Leaders;
Strengthening
our Community**



Karen Hendershot gives an interview about her Capstone Team's topic, Emergency Vehicle White Light Training.

Leadership Hendricks County is a not-for-profit organization whose mission is to seek, prepare, involve and sustain leaders from diverse backgrounds to address community and countywide changes. Since 1993, Leadership Hendricks County has given citizens the background and inside information they need to take on effective leadership roles in the Hendricks County community. To learn more about Leadership Hendricks County or leadership training for your organization, email Kerry Tuttle at KTuttle@LeadershipHendricksCounty.org or visit our website at www.LeadershipHendricksCounty.org.

Congratulations!



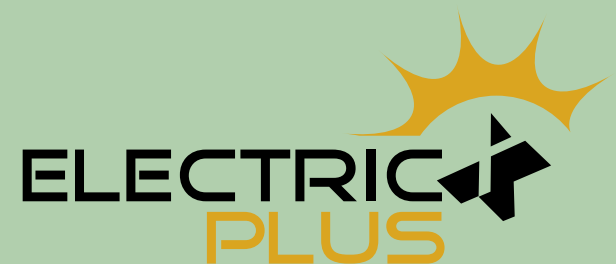
Hendricks
Regional Health



www.rsqfireprotection.com
317.786.9817

**JR STRUT
SUPPORTS**

(812) 988-2041



www.electricplus.com

**We are proud to have played a part
in the building of your new hospital.**

Newly Incorporated Businesses

Moon Magic

Sarah Kasmer-Junker
9/22/2017

Double M. Leather Crafts

Matthew Manship
9/25/2017

Zeis Family Laundry

Vykei Lei Rylei
9/25/2017

Hoosier Warriors Gym

Christel K. Boe
9/26/2017

Farmstead Threads Boutique

Michelle Willem
9/27/2017

Sweet Peas Little Darlings

Doren Martin
9/27/2017

McCloud Restoration

John McCloud
9/27/2017

New Vintage Metalcraft

Damian Mahan
10/4/2017

Seek & Find Furniture & Home Decor

Kenneth Gross
10/4/2017

PHS Goaltender Club

Michael Menser
10/5/2017

Red Pride Girls Youth Basketball

Michael Menser
10/5/2017

Sparkly Clean

Brittany Daker
10/11/2017

Compromised Designs

Jake Powers/Kaala Powers
10/10/2017

Aces Place

Richard A. Freije/Josh Settles
10/11/2017

New Chamber Members

Avon Chamber New Members

Ray Skillman Avon Hyundai

8775 E US Hwy 36
Avon, IN 46123
317-754-3400

Altered Image Tattoo and Body Piercing

10030 E US Hwy 36
Avon, IN 46123
317-423-9390

Brownsburg Chamber New Members

Hendricks County 4-H Fair

1900 E Main St.
Danville, Indiana 46122
317-718-6156

Start Up On Main Street

36.5 E Main St
Brownsburg, Indiana 46112
317-858-9111

Dallas Commerical Cleaning, LLC

6319 East US Highway 36 #5
Avon, IN 46123
317-292-1086

Danville Chamber New Members

Shafer's Collision

1475 E Main
Danville, IN 46122
317-271-1400

Liberty Home Equity Solutions

449 Sycamore Ridge Court
Avon, Indiana 46123
317-561-1251

The UpperCut Salon

2660 E Main St
Danville, IN 46122
317-745-1443

Safe Hiring Solutions

64 East Marion St
Danville, IN 46122
317-745-6946

Plainfield Chamber New Members

Clayton Cafe

76 E Kentucky
Clayton, IN 46118
317-539-6419

Life Centers

3901 West 86th Street, Ste. 111
Indianapolis, IN 46268
317-280-2635

Plainfield Tri Kappa

P. O. Box 776
Plainfield, IN 46168
317-221-3600

Dallas Commercial Cleaning, LLC

6319 E US HWY 36
Avon, IN 46123
317-292-1086

Memory Lane

Joanne Pickens
9/29/2017

Aunt Patty's Cookies and Pies

Patty Green/Eric Green
10/19/2017

Earl Breon Leadership Development

Earl Lynn Breon, Jr.
10/20/2017



11- Danville Chamber of Commerce (Annual member's dinner):

Wednesday, November 8 at 6:00 p.m.
at HC 4-H Fairgrounds, 1900 E Main St.
Danville. For more information, call (317) 745-0670

17 - Plainfield Chamber of Commerce (Annual member's dinner):

Tuesday, November 7 at 6:00 p.m. CRG
Event Center, 2499 Perry Crossing Way,
Ste. 205, Plainfield, IN 46168 For more
information, call (317) 839-3800

18 - Brownsburg Chamber of Commerce (members' meeting):

Wednesday, November 15 at 11 a.m.
at the Brownsburg Fire Territory, 470
E. Northfield Dr. Brownsburg. For more
information call (317) 852-7885

24- Avon Chamber of Commerce (members' meeting):

Tuesday, November 28 at 11:30 a.m. at
Avon American Legion, 4812 E Main St, Old
US 36 Avon. For more information, call
(317) 272-4333

SERVICE GUIDE

PRINTING

rogers
marketing and printing

We're extremely GOOD & We're very REASONABLE!

- ⇒ Booklets
- ⇒ Business Cards
- ⇒ Carbonless Forms
- ⇒ Computer Forms
- ⇒ Directories
- ⇒ Envelopes
- ⇒ Flyers
- ⇒ Labels
- ⇒ Letterhead
- ⇒ Mailing
- ⇒ Newsletters
- ⇒ Post Cards
- ⇒ Printing
- ⇒ Rubber Stamps
- ⇒ Typesetting

Over 37th Year! 7588 E. County Rd. 100 S, Avon, IN 46123
Phone (317) 838-7203 • jeff@rogersmp.com

CAR REPAIR

Let us help you with:

- ◆ Filing a Claim
- ◆ Rental Arrangements
- ◆ Free Estimates

Located behind Lowe's at
Dan Jones Rd. & Rockville Rd.
Hours: Mon-Fri, 7:30am - 5:30pm

292 S. County Rd. 800 E. • Avon, IN 46123

Call Today! (317) 272-6820



HYPNOSIS

ZIMMER
SUCCESS GROUP
succeed enjoy hypnosis

KARL R. ZIMMER III
Certified Hypnotist • Licensed by the State of Indiana

2680 East Main Street, Suite 210 • Plainfield, IN 46168
(317) 837-6060 local • (866) 650-7070 toll-free • (866) 994-7070 fax
karl@z-success.com • www.z-success.com

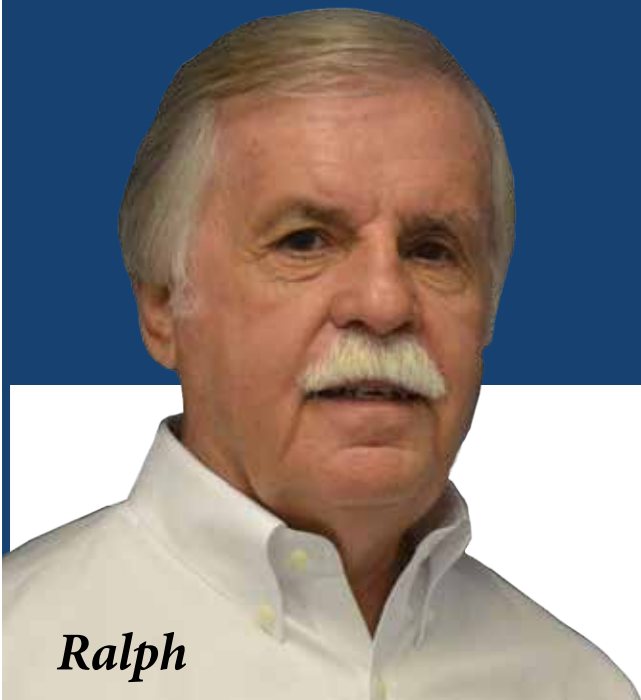


MANTOOTH

INSURANCE AGENCY

"SUCCESS" IT'S WORTH PROTECTING!

*With Mantooth Insurance Agency handling your
commercial insurance program, you can take comfort
knowing your business
is protected.*



Ralph



Wade



Erie
Insurance®

7378 Business Center Dr., Suite 100 • Avon, Indiana 46123
(317) 272-1010 • www.mantoothinsurance.com