

# *The Chamber* Communique

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A Bi-Monthly E-Newsletter of the  
Cookeville-Putnam County Chamber of Commerce

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Cookeville-Putnam County  
Chamber of Commerce

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## There Are Still Melodies To Be Heard Amid Economic Discord

*George Halford, President/CEO  
Cookeville-Putnam County Chamber of Commerce*

Have you ever been minding your own business when — oh, great — there's that song again. You know the one. It's the one that, each time you hear it or happen to remember it, becomes stuck in your head for at least the rest of the day if not several days and absolutely drives you up the wall. And, just like hiccups, the harder you try to get rid of it, the more incessant it becomes.

That's just how this broken record of economic gloom is starting to sound to me. Early each weekday morning at almost precisely the same time, my eyes open, my feet hit the floor, I begin my day by taking our dog Buie outside, and I amble up the driveway to get the morning newspaper. First I am assaulted by a front-page headline telling me how horrendous our state, national and global economies are, with bleak prospects for improvement, and how many thousands of jobs were lost yesterday as company after company announced bankruptcy and/or major layoffs. I am also told my retirement funds are in deep trouble, which is very unsettling for a baby boomer.

I return inside, flip on the television while eating breakfast, and hear even more depressing news about the economy, bailouts, stimulus plans, government tax shortfalls, closings, etc., etc. And when I return home in the evening, there it is again — the same jarring number, courtesy of the network news and cable talk shows. Then it's off to bed, but that doesn't mean it's over; the needle simply lifts, resets, and starts the same old song over again the next morning.

Fortunately, I almost succeed at pushing that drone out of my head each day at work, where I spend most of my days whistling a happy tune while immersed in the generally positive aspects of economic development in the Highlands region of Tennessee. That's because I am privileged to serve as “conductor” of our local and regional economic development symphony, also known as your Chamber of Commerce, and it is our organization's mission to perform harmoniously together to encourage the creation and retention of quality 21<sup>st</sup>-century jobs while seeking to improve the quality of life for our audiences (citizens) in the dynamic process.



George Halford

But I have a confession to make. After hearing too many discordant sounds from all around, even conductors of great symphonies can get a little off-key. That's why every once in awhile, I retreat to the men's room, look myself squarely in the eye, and sternly lecture myself about being positive yet realistic, about continuing to keep the time without faltering as we collectively work ourselves through one of the biggest economic challenges in most of our lifetimes. Then, with a steadied beat

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# Chamber News

## Meet Your 2009 New Board Members

The Cookeville-Putnam County Chamber of Commerce has elected the following new board members for a three-year term beginning in 2009.

**Donna Lee** is co-owner with her husband of Kitchen & Bath Gallery, a retail cabinetry sales, design and installation company, and retailer of professional-style home appliances since 2003. She is a Cookeville native and attended Tennessee Tech University. Donna and husband, Tom, have one daughter, Jennifer Dyer of Los Angeles, California, five dogs and three cats. She is vice president of Friends of Cookeville/Putnam County Animals, a 501c3 non-profit organization, and actively supports community education efforts promoting public awareness for the organization.



**Susan Elkins** is vice president of Extended Programs and Regional Development, and Dean of the School of Interdisciplinary Studies of Tennessee Tech University. She is also an associate professor in the College of Education, and received her B.S. and M.A. from Tennessee Tech University and her Ed.D. from Vanderbilt University. Susan is actively involved in civic and professional organizations, and currently chairs the Rotary District Interact Committee, and serves on the Board of Directors for WCTE-TV and Genesis House. She has previously served on the boards of United Way of Putnam County, the Stephens Center for the Prevention of Child Abuse, the Boy Scouts of America, and the Bryan Symphony Orchestra. Susan and husband Tommy have one son, Andy.



**Randal Petrie** is owner and general manager of Petrie Heating & Cooling since 2003. A native of Clifty, Kentucky, he moved to Cookeville in 1990, was general manager of IWC for two years, and general manager and partner in CHC Services, Inc. from 1992 until 2003. He and wife Marian, have two daughters, Kelly and husband Scott Peters of Cookeville, Shelly and husband Bruce Francis of Nashville, and five grandchildren. Randal is a past president of Putnam County Habitat for Humanity, past Triad Boys Home board member, current Genesis House board member, and member of Cookeville Rotary Club since 1992.



**Jeremy Stoner** is administrator of NHC Healthcare, Cookeville, a position he has held since 1998. A Kentucky native, he moved to Tennessee in 1987 and since 1998 has called Cookeville home. Jeremy and wife Nicole have two children, Landon (11) and Noelle (5). He graduated from Southern Adventist University in 1995 and 1996 with a B.A. in Biology and a B.S. in Long Term Care Administration respectively. His community involvement includes serving as secretary and president of the Rotary

Club, and is an active member of the Cookeville Seventh-Day Adventist Church, currently serving as Pathfinder director and school board chairman.



**Steve Copeland, Jr.** is chief operating officer of Cumberland Insurance Group. He is a graduate of Tennessee Tech University with a B.S. in Business Administration. Steve and wife Vickie, have three children, Jessica (18), Kayla (18), and Ryan (12). He serves on the boards of the Upper Cumberland Home Builders Association, Public Building Authority, and Nashville State Community College-Cookeville Campus and in the past served on the Tennessee Tech Athletic Association Board of Trustees, Board of Directors for Putnam County Habitat for Humanity and Putnam County YMCA.



### 2009 Board of Directors

**Back Row L-R,** Carolyn Morrison, Randal Petrie, Jeremy Stoner, Allen Ray, Bob Luna, Thomas Lynn, Toney Hudson, Bob Allen, Grover Bennett. **Front Row L-R,** Mike McCloud, Susan Elkins, Jim Martin, Steve Copeland, Jr., Donna Lee, Tom Jones. **Not Pictured:** Bob Bell, Paul Korth, Tom Lawrence, Jim McGeehin, David Williamson

### Customer Service Seminar Schedule for April 21

What is getting in your company's way when it comes to delivering the absolute best customer service? A seminar teaching new concepts that can turn angry or negative customers into loyal and satisfied ones will be offered on Tuesday, **April 21** by the Cookeville-Putnam County Chamber of Commerce in partnership with Volunteer State Community College.

The seminar will be held in the Herald-Citizen Conference Room at the Leslie Town Centre, 1 West First St. in Cookeville. Attendants may choose the first session, beginning at 9 a.m. until noon or the second session, starting at 1 p.m. until 4 p.m.

Nationally-renowned speaker Jim Dale will present valuable ways to calm angry customers and promote exceptional levels of courtesy under the most difficult situations.

"Dealing with customer confrontation as well as managing, controlling and measuring the performance of each customer service representative while promoting and keeping a professional image can be difficult obstacles to overcome," Jim Dale said.

"Angry customers may be intimidating, but they also hold a key to your company's success," said Ellene Duncan, vice-president of the Chamber. "Learn how to have fun

on the job and be more effective at the same time."

To register, call Andrea Dudney at the Chamber 931-526-2211.

#### Sign up Today!

**When:** Tuesday, April 21

**Time:** 9 a.m.-Noon or 1-4 p.m.

**Cost:** \$69 for Members,  
\$79 Non-Members

**To Register:** Andrea Dudney  
(931) 526-2211

### Melodies Amid Economic Discord continued from page 1

and a brighter tone, I return to my desk ready to ensure that the show goes on.

It also helps to hear something melodious, such as this op-ed piece titled "Who We (Still) Are," written by Peggy Noonan in the Dec. 20, 2008, Wall Street Journal:

*This is a good time to remember who we are, or rather just a few small facts of who we are. We are the largest and most technologically powerful economy in the world, the leading industrial power of the world, and the wealthiest nation in the world. "There's a lot of ruin in a nation," said Adam Smith. There's a lot of ruin in a great economy, too. We are the oldest continuing democracy in the world, operating since March 4, 1789, under a vibrant and enduring constitution that was formed by geniuses and is revered, still, coast to coast. We don't make refugees, we admit them. When the rich of the world get sick, they come here to be treated, and when their children come of age, they send them here to our universities. We have a supple political system open to reform, and a wildly diverse culture that has moments of stress but plenty of give.*

*The point is not to say rah-rah, paint our faces blue, and bray "We're No. 1." The point is that while terrible challenges face us – improving a sick public education system, ending the easy-money culture, rebuilding the economy – we are*

*building from an extraordinary, brilliant and enduring base.*

Even more encouraging was a call I received the other day from local banker, community leader and Chamber board member Thomas Lynn, who told me he had been thinking a lot lately about the state and national economy and how fortunate we are (collectively) to have such a diversified, strong, local structure. He then began to list some of the positive things happening today, including — but not limited to — the following:

- Grand opening of Tennessee Tech University Nursing & Health Services Building
- Highlands Visitor Center grand opening
- Cookeville Regional Medical Center North Patient Tower grand opening
- Millard Oakley STEM Center (Science, Technology, Engineering & Math) construction at Tennessee Tech University
- Highlands Regional Business Park progress
- Dogwood Park renovation and expansion project
- Addition of two new hotels and a new winery
- White County Airport Business Park project and runway expansion plans
- Construction of two new schools

- More than 6,000 requests for retirement information
- 300 new jobs through 10 existing industry expansions with a capital investment of \$17.35 million, with an additional 200 jobs over the next three years
- 40 new jobs through relocation of Scott Signs, a division of The Identity Group

So despite the fact that we are living in challenging times, we are faring well collectively because of our dedicated public and private sector leadership, our diversified economy and our genuinely caring people. However, it is important to us to ensure not only that we pull through this crisis as a region, but that we also do all we can to help create the best possible employment prospects for those who have not fared as well individually, and we are working tirelessly toward that end. It is not a question of whether we will get through it, but how quickly.

Thank you for reading this. I feel better, and I'm shuffling to a new playlist on my iPod as we speak. How about you? Please join me as I strive to remain positive, yet realistic, and let's all pull together to keep the beautiful music flowing!

## Chamber News

### Thanks to our January/February Event Sponsors

**Business Before Hours**, held in January at the Leslie Town Centre, was co-sponsored by **Fish Window Cleaning** and **EPIC Technologies**.

The program featured updates on, "The Financial Mess" presented by speakers from Tennessee Tech School of Business and updates from city and county officials.

**Fish Window Cleaning** pledges to provide superior service to each of their customers and guarantees 100% satisfaction. If it is not right, they'll make it right. If your world isn't bright, neither is theirs. Fish Window Cleaning is located at 131 Pigeon Road, Suite A, in Cookeville. For more

information call (931) 525-7305 or visit [www.fishwindowcleaning.com](http://www.fishwindowcleaning.com).

**EPIC Technologies** specializes in advanced voice and data solutions. They deeply care about helping you maximize your productivity through effective communication solutions. EPIC Technologies is located at 410 S. Lowe Ave. in Cookeville. For more information call (931) 526-3742 or visit [www.epictn.com](http://www.epictn.com).

The next Business Before Hours is scheduled for **Tuesday, May 19 at 7:30 a.m.** at the Leslie Town Centre. It is open

to all Chamber Members and there is no charge for this event. If you would like to sponsor Business Before Hours in the future, contact Dianne at 931-526-2211.



### Cookeville Named in Top Micropolitans of 2008

Cookeville is the number one Micropolitan city in the state of Tennessee and ranks in the top ten Micropolitans in the US for 2008 by *Site Selection* magazine in their March 2009 edition. Cookeville tied for 9th place nationally, based on the number of new and expanding company facilities in the area. The State of Tennessee tied for fifth place, with Kentucky, for Top States with Most Top Micros.

A micropolitan area contains an urban core of at least 10,000, in population, but less than 50,000 according to the U.S. Census Bureau. Each micro area consists of one or more counties and includes the counties containing the core urban area, as well as any adjacent counties that have a high degree of social and economic integration, measured by commuters, with the urban core.

There are 694 areas in the United States classified as micropolitan, and they account for 10 percent of America's population. Many companies choose to relocate to these micropolitan areas from highly urbanized areas like New York City. Corporations on the international scene are also looking at factors like these when relocating in North America.

The top Micropolitans are often selected due to terms of shipping costs, a positive economic drive, great interstate access, a great work force, lower taxes, the quality of life and a college/university nearby that has a solid reputation for training programs.

Cookeville, located within a two hour drive of Nashville, Knoxville or Chattanooga, fits the bill. With a growing population, estimated 28,901 in July 2007 by the U.S. Census Bureau, Cookeville continues to work toward bringing more companies to the area to fill the vacant buildings that are available and to attract opportunities to the Highlands Regional Business Park.

The Business Park was recently approved as a "dual purpose" park by the State of Tennessee, the first ever in Tennessee history. The recent approval includes certificates for both a business park and an industrial park.

"This means we are certified to attract businesses, as well as industry, to operate within the Business Park," said Lillian Hartgrove, vice-president of Economic Development for the Chamber. "We are not limited to one over the other and that provides greater opportunity to our community in the long run."

The 290-acre Business Park is located on Interstate 40 between mile-marker 280 and 286.

"The development of the Highlands Regional Business Park is an essential component of our economic development strategy in the Highlands," says Bob Bell, president of Tennessee Tech University and vice-chairman of the Chamber's Economic Development division. "It will provide the infrastructure we need to attract more

business and industry to Putnam County and the region."

Five companies decided to build or expand their facilities in the Cookeville area in 2008, and in 2009, six local companies are making expansion plans. In 2008, 300 jobs were added to the area through existing industry expansions. It is estimated, 200 jobs will be added over the next three years from those expansions.

"Two new companies have already made plans to relocate here in 2009 because of the resources offered in the area," Hartgrove said. "The future continues to look bright for this Micropolitan city and we can all be proud of this accomplishment."



## How are Social Media Giants Impacting Your Business?

What's all the chatter about social media giants like Facebook, YouTube and Twitter? The Cookeville-Putnam County Chamber of Commerce is hosting a social media seminar **Tuesday, April 28** at the Leslie Town Centre located at One West First Street in Cookeville.

Social media is appearing in every aspect of society and form of media we use today. How are these media giants impacting local businesses? Find out through a lively and informative session presented by Mike McCloud and Mike Kopp from MMA Creative. They will go over the pros and cons of social media, as well as ideas and case studies on how businesses can get the most out of this growing trend.

The same seminar will be conducted in the morning and in the evening to give small businesses the opportunity to attend the one best suited for their schedule. The first will be from 10 a.m. until noon and the second will be from 5:30 p.m. until 7:30 p.m.

The goal is to give everyone an opportunity to attend this enlightening seminar. The cost will be \$10 for Chamber members and \$15 for non-chamber members.

**Please contact Andrea Dudney at the Chamber of Commerce by Friday, April 24 at (931)526-2211 to reserve your spot.**



# 5th Annual Chamber Membership Meeting



## Industry Focus

### Manufacturers Meeting Scheduled April 15 at Fixtur-World

A Manufacturers Meeting is being held on **April 15, 7:30 a.m.** at **Fixtur-World located at 1555 Interstate Drive** in Cookeville.

Harry Kaufman, general manager of Fixtur World, and Ken Oakley, operations manager at METCOM, will co-chair a discussion of best practices, common challenges and opportunities to streamline operations while reducing expenses. The meeting will conclude with a tour of Fixtur-World. All industry leaders in manufacturing, assembly and distribution are invited to attend and should notify Debbie Adams by phone at 931-526-2211 or via email [dadams@cookevillechamber.com](mailto:dadams@cookevillechamber.com) if they plan to attend.

### Remember Your Support Staff on Administrative Professionals Day- Wednesday, April 22

*Andrea Dudney, CPS  
Secretary – Upper Cumberland Chapter-IAAP and Administrative Assistant at the  
Chamber of Commerce.*

#### History and Objectives of Administrative Professionals Day/Week

This annual event was originally organized in 1952 as "National Secretaries Week" by the National Secretaries Association (now known as the International Association of Administrative Professionals) in conjunction with public relations executive Harry Klemfuss and a consortium of office product manufacturers. It was established as an effort to recognize secretaries for their contributions in the workplace, and to attract people to secretarial/administrative careers. In the year 2000, IAAP announced a name change from Professional Secretaries Week and Professional Secretaries Day to **Administrative Professionals Week** and **Administrative Professionals Day** to keep pace with changing job titles and expanding responsibilities of today's administrative workforce.

Over the years, Administrative Professionals Week has become one of the largest workplace observances. The event is celebrated worldwide, bringing together millions of people for community events, educational seminars, and individual corporate activities recognizing support staff with gifts of appreciation.

Administrative Professionals Day is **Wednesday, April 22, 2009**. IAAP suggests that employers observe Administrative Professionals Week (Apr. 20-24) by providing training for their administrative staff through seminars, continuing education, self-study materials, or sponsoring their membership in a professional association such as IAAP. Another suggestion is to make a commitment toward delegating responsibilities that better utilize the skills of the administrative professionals on staff.

For more information about IAAP contact Andrea Dudney at 931-526-2211 or Sharon Buckner at 931-372-3409 or check out [www.iaap-hq.org](http://www.iaap-hq.org).



The *Communique* is a bi-monthly electronic newsletter sent to Chamber Membership.

Cookeville-Putnam County Chamber of Commerce  
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[info@cookevillechamber.com](mailto:info@cookevillechamber.com)

#### 2009 Board of Directors

##### Officers

Tom Lawrence, *Chairman*  
Allen Ray, *Immediate Past Chairman*  
Bob Luna, *Chair-Elect*  
David Williamson, *Secretary/Treasurer*  
Thomas Lynn, *Organizational Development Vice Chair*  
Jim McGeehin, *Community Development Vice Chair*  
Bob Bell, *Economic Development Vice Chair*  
Jim Martin, *Public Policy Vice Chair*  
Bob Allen, *Highlands Initiative Vice Chair*

##### Board Members

Grover Bennett, *Cookeville Sheet Metal*  
Steve Copeland, *Cumberland Insurance Group*  
Susan Elkins, *Tennessee Tech University*  
Toney Hudson, *Occupational Health Center*  
Tom Jones, *Research Electronics International*  
Paul Korth, *Cookeville Regional Medical Center*  
Donna Lee, *Kitchen & Bath Gallery*  
Mike McCloud, *MMA Creative*  
Carolyn Morrison, *State Farm Insurance*  
Randal Petrie, *Petrie Heating & Cooling*  
Jeremy Stoner, *NHC Healthcare*

##### Chamber Staff

George Halford, *President / CEO*  
Ellene Duncan, *Senior Vice President*  
Lynne Matthews, *Vice President / Operations*  
Lillian Hartgrove, *Vice President / Economic Development*  
Dianne Callahan, *Membership Coordinator*  
Laura Canada, *Convention & Visitors Bureau Coordinator*  
Debbie Adams, *Executive Assistant*  
Andrea Dudney, *Administrative Assistant*  
Sharon Ruff, *Information Specialist*  
Debi Smith, *Public Building Authority*  
Stephanie Hixson, *Marketing & Communications Intern*

## Convention & Visitors Bureau

### Plans Are Well Underway for NATURE FEST

The City of Cookeville and Putnam County are pleased to announce 5<sup>th</sup> Annual Nature Fest will be held Thursday, April 16 through Sunday, April 19. Nature Fest is a four-day event celebrating our natural world and is designed to educate the citizens of the region and beyond about the abundance of opportunities to enjoy nature right here in the Upper Cumberland.

The event is free and is held at Pennebaker Hall on Tennessee Tech University campus, Ensor Sink Natural Area and Cane Creek Park in Cookeville, among other locations.

Plans for Nature Fest 2009 are well underway. Hikes, lectures, workshops, presentations and activities focused on land, water, air, plants and animals will be led by knowledgeable people willing to share their expertise.

Each year Nature Fest has grown larger and larger, and this year will be no exception with new speakers, topics and activities. Special children's activities will also be offered including hands-on crafts that relate to nature.

Nature Fest 2009 is presented by Cookeville Department of Leisure Services, Tennessee Tech University, Cookeville-Putnam County Chamber of Commerce, Tennessee Wildlife Resources Agency and the Nature Fest planning committee. For more information, call Cookeville Leisure Services (931) 520-4386 or visit [www.naturefestcookeville.com](http://www.naturefestcookeville.com).



Members of the Nature Fest planning committee with some of nature's finest creatures. Back row, left to right: Rick Woods, City of Cookeville Leisure Services; Dan Combs, Tennessee Tech University Biology Department; Alfred Ballinger, Cumberland Mountain Outdoor Sports; Chris Simpson, Tennessee Wildlife Resources Agency. Front row, left to right: Laura Canada, Cookeville-Putnam County Chamber of Commerce; Mitzi Sells; Kris Ballinger, musician.

### Redbud Festival in Bloom

To help celebrate the blooming of Redbud trees around the area, the Highlands Redbud Celebration is a month long celebration of events scheduled throughout the Highlands during the month of April.

"There are so many things going on during the month of April, and that's when the Redbud blooms," said Guy Zimmerman, area forester and member of the Redbud Celebration committee. "We decided to focus on the events going on in the Highlands area and celebrate the Redbud alongside these other events."

List of Current Events:

**Redbud Bicycle Rodeo FUN Festival: April 11, 9 a.m.-Noon**

**Chikin Run: April 11, 8 a.m.**

**Window on the World: April 18, 10 a.m.-5 p.m.**

**Nature Fest: April 16—19**

**Standing Stone Naturalist Rally: April 18—19**

**Upper Cumberland Quilt Trail: All Year Long**

**Cookeville's Rain Barrel Festival: April 25, 1-4 p.m.**

**Hidden Hollow Dragon Days: April 25-26**

For more information on the Highlands Redbud Festival call 931-528-0621 or visit [www.redbuds.org](http://www.redbuds.org).

### 11th Annual WOW Celebration April 18

Tennessee Tech University's Window on the World celebrates global harmony and the cultural diversity we enjoy right here in our community. The event is funded by Center Stage and sponsored by the Globalization Committee of the College of Business. This fun, free, family event takes place Saturday, **April 18 from 10 a.m. – 5 p.m.** in TTU's Roaden University Center in Cookeville.

The symposium, "The U.S. Role in a Changing Global Order," is Friday, April 17 at 10:10 a.m. in the RUC's Multi-Purpose Room. For more information, check out [www.tntech.edu/wow](http://www.tntech.edu/wow).



# Welcome New Chamber Members

The following businesses joined the Chamber in January and February 2009. Please help us welcome them to the Chamber.

## **AMP American Manufacturing & Packaging**

435 Gould Drive  
Cookeville, TN 38506  
931/432-7527  
Hollie Dodson

## **Blind Accents**

603 Ironwood Circle  
Crossville, TN 38571  
931/456-1270  
Betty Ehler

## **Bluwaters Equipment Rental**

475 Foutch Drive  
Cookeville, TN 38501  
931/528-7559  
Heath Waters

## **Cane Creek Apartments**

2500 West Jackson Street  
Cookeville, TN 38501  
931/520-3000  
Vickie Stringer

## **Cookeville Promo**

P.O.Box 3878  
Cookeville, TN 38502  
931/979-0125  
Tricia Dowdy

## **Cumberland Valley Sod**

780 Dixon Springs Hwy  
Riddleton, TN 37151  
615/735-6525  
Jenny Tippens

## **Deck Masters**

1220 Parker Road  
Sparta, TN 38583  
931/738-7873  
Jesse Diller

## **Dental Specialty Group**

310 East First Street  
Cookeville, TN 38501  
931/854-1212  
Linda Judd

## **Martin Signs**

1999 N. Willow Ave.  
Cookeville, TN 38501  
931/528-5868  
Kevin McBroom

## **Middle Tennessee Eye Associates**

315 N. Washington Ave., Ste 190  
Cookeville, TN 38501  
931/372-1994  
Alissa Hudson

## **Putnam County Rural Health Clinic**

319 Broad Street  
Baxter, TN 38544  
931/525-2473  
Sue Neal

## **Rene Wilhoit**

3420 Hilham Road  
Cookeville, TN 38506  
931/528-0058

## **Southern Soft Ice**

1443 N. Washington Ave.  
Cookeville, TN 38501  
931/528-5985  
Tanja Wheelless

## **Star Physical Therapy**

315 N. Washington Ave. Ste. 240  
Cookeville, TN 38501  
931/854-1203  
Scott Brewer

## **Super 8 Monterey**

522 East Stratton Ave.  
Monterey, TN 37574  
931/584-0070  
Nathan Walker

## **Your Special Time**

P.O. Box 3162  
Cookeville, TN 38502  
931/260-3207  
Jeff Harmann

# Renewals

The following members have renewed their membership in **January** and **February** 2009. We appreciate your continued support and investment in the Chamber and community.

## **January**

A Beautiful Face Aesthetics  
A+ Home Inspection Services  
Alpine Lodge & Suites  
American Bank & Trust  
Automation Tool Company  
Bilmar Station III. Inc.  
Bowling World  
Bowman's Carpet Outlet  
Bradford Health Services  
Carmike Cinemas  
Charter Communications  
Cookeville Communications LLC  
Cookeville Electric Motor Inc.  
Cookeville Golf Club  
Cookeville Hearing Center  
Cookeville Plumbing  
Cookeville Surgery Center  
Cumberland Business Journal  
Cummins Filtration  
David W. Ledbetter Law Office  
Don Haile & Son Decorators  
Falcon Realty  
First National Bank  
First Tennessee Bank  
Forcum Lannom Contractors, LLC  
Herald-Citizen  
House Doctor Handyman's Service  
J & S Construction  
JWC Broadcasting  
Kitchen & Bath Gallery  
Kroger Company

## **M.E. Industries, Inc.**

Masters Health Care Center  
Middle Tennessee Surgical Specialists  
Midstate Termite & Pest Control Inc.  
Mills Linen Service  
MMA Creative  
NHC HomeCare  
Pioneer Credit Company  
Premier Diagnostic Imaging  
Regions Bank  
Sherwin-Williams Company  
Soard Properties  
Spankies  
Staffing Solutions  
Stafforce Personnel Service  
Staples  
Streamliner Creative Group  
Swift Construction Company  
Tennessee Heart PLLC  
Thatcher Sales & Erectors, LLC  
Upper Cumberland Decorating Center  
Upper Cumberland Otolaryngology Clinic  
Upper Cumberland Rental & Sales  
Volunteer State Community College  
Vulcan Materials Company  
Wal-Mart #5175

## **February**

Advanced Cleaning Service LLC  
Advanced Inc.  
Allen Ray  
Bethesda Health Care Center  
Better Business Bureau  
Bob's Body Shop  
Cantrell Financial Services  
Cardinal Computer Corp.  
City of Algood  
City of Baxter  
Clayton Bank & Trust  
Comfort Inn & Suites  
Cookeville Children's Theatre Assn.  
Cookeville Funeral Home  
Copeland Veterinary Hospital  
Cumberland LP Gas  
Days Inn  
Eagles Landing Apartments  
Farm Bureau Insurance - Don McCaslin  
First Realty Company - Al Enochs  
Foutch's Coffee & Spring Water  
Hayes Family Dentistry, PC  
Henry D. Fincher, Attorney At Law  
Hintz Family Dentistry  
Institutional Wholesale Co. Inc.  
James E. Woodford  
James L. Smith DDS PC

Krystal Kwik  
Lafever Insurance Agency  
Luna & Birdwell Investment Group  
Mary Kay Cosmetics  
Monies Bar & Grill  
Mullins Vision Associates PLLC  
Nashville State Community College  
Occupational Health Center  
Oreck Manufacturing  
Payment America Systems  
Putnam County Circuit Court Clerk  
Putnam Printing Company, Inc.  
S & W Catering  
Southern Hills Golf & Country Club  
Stevens Rental Property  
Stone Steel, LLC  
TechWerks, LLC  
Tennessee Bible College  
Trademark Printing  
Tulle Magazine  
United Way of Putnam County  
Upper Cumberland Association of Realtors  
Upper Cumberland Human Resource Agency  
Woodmen Financial Services, Inc.

# Ribbon Cuttings

The Chamber held ribbon cuttings for the following businesses in January & February '09.



Cane Creek Apartments  
2500 W. Jackson St., Cookeville  
931.520.3000



Dental Specialty Group, Inc.  
310 E. First St., Cookeville  
931.854.1212



PreView Imaging Centers  
25 W. Broad St., Ste 3, Cookeville  
931.528.8439



Star Physical Therapy  
315 N. Washington Ave., Ste 240, Cookeville  
931.854.1203

## Member News

### UCHRA Gives Recognition to Congressman Gordon

Much deserved recognition was given to Congressman Bart Gordon by the Upper Cumberland Human Resource Agency.

During a recent visit with Congressman Gordon at the Rayburn Office Building, Mike Foster, DeKalb County Executive and Chairman of the Upper Cumberland Human Resource Agency Board of Directors, made the presentation on behalf of the Agency. "During a meeting in Washington, D.C., the UCHRA arranged scheduled visits with the members of Congress. The purpose of the visits with the Tennessee Congressional Delegation is to stress the needs of the Upper Cumberland Area and Congressman Gordon is always anxious to hear what is happening in the communities across the Upper Cumberland. He responds to the needs of residents in the area, taking action on many of the recommendations made by the group.

Congressman Gordon's assistance has delivered hope to the entire Upper Cumberland and specifically to Putnam County," stated Sam Sallee, Mayor of Cookeville. "As the representative of the 6<sup>th</sup> Congressional District of Tennessee, Congressman Gordon is focused on ways to impact the lives of the residents of the Upper Cumberland in a positive manner."

"The Agency made the presentation as a small token of appreciation for the past support the Congressman has given the Upper Cumberland and for the Economic



Pictured from left to right: Jim Martin, UCHRA Putnam County Advisory Board Chairman, Congressman Bart Gordon, Phyllis Bennett, UCHRA Executive Director, Kay Walker, UCHRA Putnam County Advisory Board Member, Sam Sallee, UCHRA Treasurer of the Board of Directors, Dr. Oplless Walker, Pharmacologist & Director of Pharmacy at Cookeville Regional Medical Center, and George Halford, UCHRA Putnam County Advisory Board Member, who participated in the presentation of the "Delivering Hope Award" to Congressman Bart Gordon in Washington, D. C

Stimulus Package that will be coming to us in a few weeks," stated Phyllis Bennett, Executive Director, Upper Cumberland Human Resource Agency.

"The recently passed stimulus package will provide more than \$12 million in additional funding to aid individuals and programs in the Upper Cumberland. This funding will mean jobs and training, assistance with transportation, weatherization to homes, etc.

Sam Sallee, Mayor of Cookeville and a UCHRA Board officer, has played a major role in obtaining this funding for the

residents of the Upper Cumberland and Putnam County," Bennett stated.

Congressman Gordon addressed the importance of hearing from the leadership in the Upper Cumberland stating that "the visits to the Capitol provide valuable information about our local communities which assist the Congressional Delegation as they make decisions impacting what is happening back home," stated Congressman Gordon.

### Heart of the Cumberland Open House April 19

Heart of the Cumberland is having an Open House on **April 19 from 2-4 p.m.** at their center located at 377 Short St. Suite B and at Bldg. H of Steven's Street Baptist Church.

They are a Christ-centered peer group support facility for children and their families ages 4-adult who have lost a family member due to death, and are a non-profit organization that does not charge for their services. In the future they will be starting groups for children of divorce and at risk as well. They will start in the fall as soon as training is completed for these services.

All guests are welcome to tour the facilities at the Open House. If you are interested in volunteering or participating in our group sessions please call Nanci Dalton at 931-525-2600 Monday-Friday.

### TTU Basketball Complex Grand Opening April 20

The Tennessee Tech University Athletics Department invites you to the Grand Opening of the Basketball Office Complex.

**Hooper Eblen Center  
Monday, April 20, 2009  
4:30 p.m.-6:30 p.m.**

Tours of the new facility will be given and refreshments will be served. For more information contact Misty Pearson at 931-372-3937.



## Member News

### May Day Mania hits the Leslie Town Centre

A night of community fun is in the works at the Leslie Town Centre for May Day Mania on Friday, May 1. Party Specialist *Spangler Entertainment* will bring their popular TV Game Show Mania and audience

contestants will try their skills and test their knowledge to play games and win cash and prizes donated by area businesses. The \$5 food court opens at 5:00 p.m. and TV games begin at 6:30 p.m.

First up, the DJs from The Country Giant 94.7/Magic 98.5 face off against the Daring Divas playing for a portion of the ticket sales to benefit the participating nonprofit organizations – including Boma Church of God, Cookeville Crisis Pregnancy, CRMC Foundation, Genesis House, and Friends of the Animal Shelter among others. Participating organizations are chosen through the Town Centre's "Together We Care" program.

Various TV games played throughout the evening will recognize prize donors. Cookeville Communications LLC, Bank of Putnam County, Lamar Advertising, Progressive Savings Bank and Spangler

games are played. Then audience contestants will have the opportunity to win cash and prizes donated by our sponsors who will be highlighted throughout the evening," said Debi Smith, events

coordinator for the Leslie Town Centre. "To add to the fun, people are invited to dress up in game show fashion if they like!"

Space is limited. Advance tickets are on sale for \$10 at the Leslie Town Centre and Bank of Putnam County's main branch located on Jefferson Avenue. Children under 10 are admitted free. Tickets will be \$15 at the door the night of the event. Proceeds benefit participating nonprofit organizations.

For more information about attendance or sponsorship, call Debi

Smith at the Leslie Town Centre 931-372-7200 or email [MyEvent@LeslieTownCentre.com](mailto:MyEvent@LeslieTownCentre.com).



DJs pictured (left to right) are Lee Wray (WGIC-FM Magic 98.5), Styckman and Philip Gibbons (WGSQ-FM The Country Giant 94.7), Freaky Dave (WGIC-FM Magic 98.5) and Gator Harrison (WGSQ-FM The Country Giant 94.7). Divas pictured are Johnnie Wheeler, County Commissioner; Brenda Smith, Wedding Coordinator; Dianne Callahan, Membership Director of the Chamber of Commerce; Jeanie Lee, Winell Lee Molding & Hardwoods; Judy Duke, History Museum Manager; Toni Evans, CityScape Director (not pictured)

Entertainment are a few of the major event sponsors.

"We are expecting a great turnout! May Day Mania will be great fun as the DJs face off against the Divas to show us how the

### CRMC to Hand Out Advance Directive Information April 15

Cookeville Regional Medical Center, along with other national, state and community organizations, is leading an effort to highlight the importance of advance healthcare decision-making.

**National Healthcare Decisions Day** is set for April 16, and as a participating organization, the Ethics Committee at Cookeville Regional will be distributing both the Advance Care Plan (Living Will) and the Appointment of Healthcare Agent documents to the public on **April 15 at the Algood Wal-Mart from 9 a.m.- 11 a.m. and later in the day at the Cookeville Wal-Mart from 2 p.m.-4 p.m.** The group will also be distributing and preparing these documents at Cookeville Regional on **April 16 in the main lobby from 8 a.m. - 10 a.m.** and outside the **Employee Dining Room**

**from 1- 3 p.m.** These times are also open to the public. Documents are also available on-line at [www.crmchealth.org](http://www.crmchealth.org).

"We encourage people to talk about their wishes for end-of-life care with family, friends and healthcare providers and to execute written advance directives (healthcare power of attorney and living will)," states Monika Bowman, founding member of the hospital's Ethics Committee and Social Services coordinator.

"Most Americans have not exercised their right to make decisions about their healthcare in the event that they cannot speak for themselves," says Bowman. "By having a booth at Wal-Mart, we hope to help people better understand by having someone there to walk them through the process of completing both the Living Will and the Healthcare Power of Attorney."

The Healthcare Power of Attorney is a document that selects a person to be the voice for your healthcare decisions if you cannot speak for yourself. A Living Will is a document that explains what kinds of medical treatments you would or would not want at the end of life.

"We hope to increase awareness about the importance of these documents and to encourage more people to have thoughtful conversations about their healthcare decisions and wishes with their loved ones," said Bowman. "With more people having advance directives, fewer families and healthcare providers will have to struggle with making difficult healthcare decisions for patients at the end of life when they cannot speak for themselves. In addition, healthcare providers will be better able to honor patient wishes at the end of life."

## Member News

# Cookeville Regional Plans Pink Gala to Raise Money to Provide Free Mammograms

Cookeville Regional Medical Center is now planning its first annual Pink Ribbon of Hope Gala at the DelMonaco Winery & Vineyards.

Beginning at 6 p.m., the event will be held on April 18 to raise funds to provide free mammograms to women in our region who are either uninsured or underinsured.

Many women in the Upper Cumberland are facing difficulties receiving proper breast cancer screening due to the lack of insurance. Without it, many of them are foregoing necessary mammography screenings. While this problem has been prevalent in our area for many years, it is now more crucial than ever before as more women are increasingly losing insurance benefits due to layoffs and changes in our economy.

The effort to provide free mammograms actually began with the local chapter of the Susan G. Komen Foundation. Last year that group funded this endeavor through a generous grant to help uninsured women in our area receive screening mammograms. As a result of the grant, 320 women have been screened to date. Of those, one woman found out that she had breast cancer and was able to seek treatment that she



**Pink Gala Committee**  
Seated (left to right) Peggy Price, Katrina James, Erin Young, co-chair Michelle Zellner. Standing (left to right) Jill Bolling, Melahn Finley, co-chair Lisa Bagci, Tina Ayers, Sharon Lee, Barbara Aldridge, Carrie Fredrick, Katherine Vaughn

otherwise would not have known she needed.

Unfortunately, the grant from the Komen Foundation only lasts for two years so the money must now be raised on a local level to keep providing the service.

Through this event, women can receive life-saving mammograms that they otherwise would not have had. Breast cancer affects women of all ages and backgrounds. With early screening,

most doctors feel that thousands of lives will be saved each year.

The Gala will be a semi-formal event and will feature dinner, dancing and silent and live auctions. Some of the items up for auction include a Chris Koczwarra painting with an appraisal value of \$18,000, an art piece by local artist Brad Sells, a sutureless facelift valued at \$7,500 donated by Dr. Laura Connelly, an abdominal liposuction from Dr. Bert Geer valued at \$3,000 and a condominium and airfare for two package valued at \$1,500 donated by Dr. Spence Madell.

Bonnie Clinton Photography will be on-site for photographs. Each couple will receive a complimentary 5x7 print with any photography package purchase.

For more information about sponsorship opportunities or how to help with the event, please call Lisa Bagci (783-2496) or Michelle Zellner (783-2687) at Cookeville Regional Medical Center. To purchase tickets, please call Katrina James at The Foundation of Cookeville Regional at 783-2037. Tickets are \$80 per person or \$150 per couple.

## Putnam County Businesses Honored with Ovation Awards

Several Putnam County businesses, agencies and individuals are being honored through the Cumberland Business Journal's 2009 Ovation Award annual recognition program. "The goal of the annual Ovation Awards is to call attention to outstanding businesses, professionals, industries, nonprofits, agencies and individuals in our readership area," said Claudia Johnson, editor-in-chief of the Cumberland Business Journal. "These recipients are certainly deserving of this recognition."

A full list of winners from throughout the U.C. is posted at [www.ucbjournal.com](http://www.ucbjournal.com).

Here are the Putnam County Winners:

### **Best Corporate Citizen (Business or Industry Philanthropist)**

Averitt  
[www.averittpress.com](http://www.averittpress.com)  
J&S Construction  
[www.jsconstruction.com](http://www.jsconstruction.com)

### **Spirit of Entrepreneurship**

Richard and Terri Grogan  
Total Quality Instrumentation (TQI)  
[www.tqionline.net](http://www.tqionline.net)

### **Manufacturing - Best Place to Work**

Flowserve  
[www.flowserve.com](http://www.flowserve.com)

### **Manufacturing – Most Environmentally Friendly**

Oreck Manufacturing Co.  
[www.oreck.com](http://www.oreck.com)

### **Restaurant – Best Chain**

Olive Garden  
[www.olivegarden.com](http://www.olivegarden.com)  
Golden Corral  
[www.goldencorral.com](http://www.goldencorral.com)

### **Restaurant – Best Local**

Crawdaddy's West Side Grill  
[www.crawdaddysgrill.com](http://www.crawdaddysgrill.com)

### **Retail – Best Customer Service**

Appliance Mart

continued on page 13

## Member News

### Ovation Awards continued from page 12

#### Retail – Best Selection/Variety

Sam's Club  
[www.samsclub.com](http://www.samsclub.com)

#### Retail - Favorite Place to Shop

Books-A-Million  
[www.booksamillion.com](http://www.booksamillion.com)

#### Best Tourism-Based Economic Development Planning

Highlands Visitor Center  
[www.mustseecookeville.com](http://www.mustseecookeville.com)  
The Wineries of the U.C.: Stonehaus, Chestnut Hill, Del Monaco, Highland Manor, Holly Ridge, Red Barn and Mill Road [www.picktnproducts.org](http://www.picktnproducts.org)

#### Excellence in Business Leadership – Public Sector

Phyllis Bennett, UCHRA Executive Director [www.uchra.org](http://www.uchra.org)  
USDA Rural Development Cookeville Area Office [www.rurdev.usda.gov](http://www.rurdev.usda.gov)

#### Excellence in Business Leadership – Private Sector

Bill West, owner of Sonic Drive-in Restaurants in Putnam County

#### Professional Services – Friendliest Service

E. Marshall Lenhart & Associates  
[www.lenhartdesign.com](http://www.lenhartdesign.com)

#### Professional Services- Best Place to Work

BB&T Legge Insurance  
Tennessee Technological University  
[www.tntech.edu](http://www.tntech.edu)

#### Professional Services – Best Overall

Atnip Chiropractic  
[www.atnipchiropractic.com](http://www.atnipchiropractic.com)  
Cookeville Regional Medical Center [www.crmchealth.org](http://www.crmchealth.org)

## Upcoming Events

#### Highlands Redbud Celebration

April - All Month  
[www.redbuds.com](http://www.redbuds.com)

#### 5th Annual Nature Fest Apr 16-19

TTU's Pennebaker Hall, Cane Creek Park & other various locations. Four days of hikes, seminars, kids activities and more! (931) 520-4386.  
[www.naturefestcookeville.com](http://www.naturefestcookeville.com)

#### Window on the World Apr 17-18

TTU's Roaden University Center. Festival celebration of world culture, food, crafts and more. (931)372-6197.  
[www.tntech.edu/wow](http://www.tntech.edu/wow)

#### Disc Golf Tournament Apr 18

Cane Creek Park, 10 a.m. registration. (931) 520-5224.

#### Bryan Symphony Orchestra Concert

Apr 19  
TTU's Bryan Fine Arts Building, 3 p.m. (931) 372-6088.  
[www.bryansymphony.org](http://www.bryansymphony.org)

#### Customer Service Seminar

Apr 21  
Leslie Town Centre, 9 a.m.-Noon or 1-4 p.m. (931)526-2211.

#### Dragon Days Renaissance Festival Apr 25-26

Hidden Hollow Park, All Day. (931) 526-4038.  
[www.hiddenhollowtn.com](http://www.hiddenhollowtn.com)

#### Cookeville Rain Barrel Festival

Apr 25  
Dogwood Park, 1-4 p.m. (931) 520-5249.

#### Social Media Seminar

Apr 28  
Leslie Town Centre, 10 a.m.-Noon or 5:30-7:30 p.m. (931)526-2211.

#### May Day Mania!

May 1  
Leslie Town Centre, 5 p.m. Tickets (931) 372-7200.

#### Spring on the Mountain Dogwood Festival

May 2  
Downtown Monterey, 7:30 a.m. Events throughout the day & excursion train. (931) 239-3318.

#### Relay for Life

May 8  
Putnam County Fairgrounds. Contact Eric Brown (931)260-5247.

#### 3rd Annual Shrine Rodeo

May 9

Putnam County Fairgrounds, 7:30 p.m. Tickets: \$10 in advance (931)510-7729.

#### Taste of the Town

May 16  
Callahan's House at 481 Loweland Rd. Cookeville. Tickets: (931)528-4612

#### American Indian Pow Wow

May 16-17  
Putnam County Fairgrounds, 9 a.m.-Noon. Drums, singing, dancing, food, crafts & more!

#### Jammin at Hippie Jack's Americana Music Festival

May 22 -24  
Stoddart Family farm. 3 day festival featuring original singers-songwriters.  
[www.jamminathippiejacks.com](http://www.jamminathippiejacks.com)

## What's Happening with You?

Send us your news release, special accomplishment, interesting new product or contribution to the community for inclusion in our next available edition. This is an excellent way to tell the business community what's happening with you. It's FREE to Chamber members, however space is limited. Email [LCanada@cookevillechamber.com](mailto:LCanada@cookevillechamber.com) today!