

Welcome New Members: St. Peter's Church

THE CHAMBER COURIER

February 2020

The monthly business publication for the Canton Area

DATES TO REMEMBER

February 1

Eagle Day

Dickson Mounds Museum

11:00 am - 1:00 pm - 3:00 pm

February 1

Wedding Expo

The Venue Banquet Facility

11:00 am - 2:00 pm

February 1

Casino Night

Spoon River College

Doors open at 6:00 pm

February 6

2020 Mr. Little Giant Pageant

Canton High School Auditorium

7:00 pm

February 20

Business After Hours

Country Line Bar & Grill

5:00 pm - 7:00 pm

February 22

Sportsman's Dinner

Evangelical Free Church

Doors open at 4:00 pm Dinner at 5:00 pm

Technology Will Help Businesses Improve Customer Service

What? Usually we do not put technology and customer service together as being “helpful.” Today, nearly every customer experience in nearly every industry is driven or supported by evolving digital technology. The landscape is changing so rapidly that customer experiences are already being radically reshaped by technologies that are cutting edge today.

According to Fora Financial blog “The Ultimate Guide to Small Business Trends for 2020,” when considering customer service, it’s important to make it as easy as possible for your customers to contact you. They are busy and want to get answers quickly. Luckily, technology is making it easier than ever before to satisfy your patrons.

According to Nextria, 57 percent of customers would rather contact companies online than call them for help. Is your business reachable? However, the study also found that 40 percent of customers still want to have access to voice-based customer support when handling complicated issues such as payment disputes. The good thing is, in most small businesses in our area, they will be talking with the owner or one of their employees who will actually know the answer to the customer’s questions.

Customer experience is defined by interactions between a customer and an organization throughout their business relationship. An interaction can include awareness, discovery, cultivation, advocacy, purchases and service. According to Steven MacDonald’s article “7 Ways to Create a Great Customer Experience Strategy”, 74% of a customer’s experience will impact their willingness to be loyal. Simply put, happy customers remain loyal!

Check out the full Calendar of Events
www.cantonillinois.org
for more details and other events!

Special Events



COME AND JOIN US!
CANTON AREA CHAMBER OF COMMERCE
BUSINESS
after hours
HOSTED THIS MONTH BY:




Thursday, February 20
5:00 pm - 7:00 pm
At Country Line Bar & Grill
725 West Locust, Canton

Free Give-Aways & Line Dancing At 6:00 pm



95th Annual Dinner and Awards
Presented by
CANTON AREA CHAMBER
OF COMMERCE
'All Bets on Business'
Thursday
February 13th, 2020
Cocktail 5:30 pm
Dinner and Awards 6:00 pm
The Venue - 21 West Pine Street, Canton IL
RSVP by THURSDAY, FEBRUARY 6th

Tickets \$30 Per Person

Mail your ticket money to
Canton Area Chamber of Commerce
209 E. Chestnut, Suite 2 ~ Canton
or register online at
www.cantonillinois.org

Come Support the
Citizen of the Year
Educator of the Year
Business Persons of the Year
Ambassador of the Year

EXECUTIVE BOARD

President - **Jana Emmons**, Ipava State Bank
Vice President - **Chad Holloway**, OSF HealthCare
Treasurer - **Jodi Wilcoxon**, MidAmerica National Bank
Secretary - **Lisa Gardner**, Maloof Realty

BOARD OF DIRECTORS

Business & Community Development
Jodi Wilcoxon, MidAmerica National Bank

Member & Public Relations
Becky McLeod, Graham Health System

Government Affairs
Chad Holloway, OSF Healthcare

Diane Bell, Di's Boutique
Jason Elwell, Peculiar Projects
Kim Fischer, Canton Harvester Inn
Larrilyn Hall, The Look Hair Salon
Mike Lindy, Canton High School
Ann Lockhart, United Way for Spoon River Country
Lacey Neal, Rock Valley Physical Therapy
Whitney R. Parrish, Johnson & Johnson, P.C.
Erin Watson, Watson Center for Wellness

EX-OFFICIO MEMBERS

Jon Johnson, Canton Park District
Mayor Kent McDowell, City of Canton
Superintendent Rolf Sivertsen, CUSD #66
President Curt Oldfield, Spoon River College

STAFF

Executive Director - Carla Bobell
Interim Assistant Director - Dana Smith

209 East Chestnut Street, Suite 2
Canton, IL 61520
(309) 647-2677 Ext. 3
cbobell@cantonillinois.org

WELCOME NEW MANAGER

New Manager of Hy-Vee, Mark Dodds

Mark was born and raised in Dubuque Iowa and was the second eldest of 5 boys. After high school Mark went on to receive his undergraduate degree from Truman State University. Shortly after school ended, Mark accepted an assistant manager position at a brand new Hy-Vee store that was being built in Columbia, MO.



While only planning on working short term, Mark found a love and passion for customer service, as well as an awe and admiration for the employee owned system that allowed for all tiers of management to be responsible for decision making and results. After a few years as an assistant, Mark moved into the non-foods side of the business. He spent several years learning the health/beauty, health market, pharmacy, wine and spirit and lawn/garden side of the business. In 2009, he was promoted to Manager of Perishables where he found a passion for selling and merchandising the fresh items in the store. In 2015 he accepted the role of Assistant Director and helped to grow and manage the Columbia store.

Mark was given his first director assignment shortly after interviewing in the summer of 2019. While not quite prepared for the quick move, he is ecstatic to become part of the Canton community. "To receive a store that has been a solid part of this community for over 30 years, and to have a veteran staff that are fully committed to our customers and doing the right thing at all cost, is truly a blessing. Couple that with the loyal customers who feel that Hy-Vee is not only a part of their community, but also that this Hy-Vee is identified as their very own store is quite rare. My family and I couldn't have landed in a better place".

Mark has two children from his first marriage, Aidyn and Beyla, and he and his wife Chelsea have a 4 year old son named Daxton. Chelsea is a fitness instructor and is finding work all throughout Fulton and Peoria county. Having finally settled in the new roll as Hy-Vee Store Director, Mark and his family are excited to start setting roots down and becoming active members of the Canton community.



Andrea Barbknecht, Spoon River College
 Emylee Bitner, CEFCU
 Samantha Braden, Rhoades Real Estate
 Bobby Brown, Flat Branch Home Loans
 Teisha Buskirk, Canton Main Street
 Joe Christian, MidAmerica National Bank
 Stephen Clark, Town and Country Insurance
 Jason Coulter, Big Cat's Bowls
 Kiley Davis-Crouse, Davis Buick AMC/Davis Ford
 Sherri Delost, Jim Maloof Realtor

Brooke Denniston, YWCA
 Sandy Edsall
 Todd Fletcher, Shelter Insurance
 Mark Dodds, Hy-Vee Food Stores
 Dave Lewis, Dave Lewis Studio, Ltd.
 Taryn Mellert, Spoon River Electric
 Amanda Reed, Bank of Farmington
 Jason Rockhold, Rock Star Beauty & Spa
 Shawna Smith, Red Oak Estates
 Harry Thakkar, Canton Inn

MEMBERS ON THE MOVE!

Billy' Tap Expansion To Include New Event Space

Billy's Tap will be expanding its current footprint to include a new event space. The addition to the current bar and patio is designed to be used for a number of events, such as weddings, fundraisers, birthday parties, graduation parties and reunions, among others. Owner Ashley Harper says the new construction will also include some minor additions to the current kitchen, and they plan to have the work completed by Summer 2020. To book events, call 309-647-9639.



St. Peter's Church Is Now On the Square



St. Peter's Church has moved to a new location! Services are now being held at 21 East Side Square in downtown Canton – located in the former N Style Hair Salon. This church was established in 1890 and has been in more than one location in Canton. The most familiar was on Locust where the church resided for over 60 years.

Two services per week – Thursdays at 10:00 am and Saturday at 4:00 pm

Father Anderson & Father Green

Phone 309-307-3390

Email stpeter.frBill@gmail.com

Facebook page: <https://www.facebook.com/stpetercantn.illinois/>

SAVE THE DATE





209 E. Chestnut, Suite 2
 Canton, Illinois 61520
 Phone: 309.647.2677
 Fax: 309.647.2712

It was a little over seven years ago when I wrote my last Chamber Courier article as the Chamber Director. It is with a heavy heart that I write my last Chamber Courier article as the SRPED Executive Director. I have resigned from the Partnership, and am excited to announce that I have accepted a position at Mid Century Communications.

I have been involved with Canton Main Street, the Chamber and the Partnership going on thirteen years. I remember my first Annual Dinner with the Chamber, and in my speech I said, “so far it has been quite an adventure and I can’t wait to travel on this journey.” And a journey it has been!

My favorite memories as the Chamber Director are all of our crazy shenanigans to promote Casino Night. Or the times we were on the elevator after, before or during an event when we didn’t know if we were going up or coming down. Another good one is any opportunity that I had to take a picture of then President Joachim sleeping on the job at the Tractor shows. The list of those memories could go on and on, but I promised Director Bobell I wouldn’t write a book!

The best Canton Main Street (CMS) memories are all from being in the park together at events, decorating, tearing down, cleaning up, painting etc. And I would be remiss if I didn’t mention my favorite CMS event, Glacial Golf. I affectionately refer to it as my baby (even though I gripe about it every year)!

With my time at the Partnership, I got to be a part of exciting projects like COOK, the Snapper Villas, RP Lumber, the Venue, Jimmy Johns, Billy’s Tap Expansion, MidAmerica National Bank’s new construction and of course my all-time favorite, the Majestic Theatre! There are others of course, but those rank as my top.

All of those are just snapshots of the positive memories. There have certainly been trials and tribulations, but those are experiences that just make you stronger. Having awesome people to work with makes the difficult times that much easier. With that being said, thank you to Mark Rothert, Dana Smith, Amanda Woodruff, Susan Miller, Amanda Atchley, Brendan Bauman, Angela Drach, and Carla Bobell! You all made, and some of you still do, our offices the best work environment.

Top 10 Lessons I learned:

1. This is a very public position, be ready to answer questions at work and when you are out and about.
2. Relationship building is an imperative skill.
3. Patience and perseverance in this position are a must.
4. You cannot do this work alone.
5. Public speaking skills sure do come in handy.
6. There will be those that will hurt your feelings, or tick you off. Don’t take things personally. It’s the work.
7. It’s pretty cool when you walk into a business and the owner knows you, and calls you by name.
8. Great partners become even better friends.
9. Goal setting and action planning are vital to organizational success.
10. No matter what your win/loss record is, you never quit doing the work!

My very last parting thought is this: from the day I started in August of 2007 to today, every aspect of this work, every memory, every lesson, every tear and every joy has been because of the people engaged in these organizations. I would love to list each and every one of you, but I am too afraid I would forget someone. Besides, you all know who you are and that is the most important part. And as always, “Thanks for all that you do!”

CANTON UNION SCHOOL DISTRICT



CUSD
#66
Canton, Illinois

Rolf Sivertsen

With winter upon us it is important for our parents and stakeholders to understand the process of canceling school.

When an inclement storm rolls into our community school officials use procedures to consider the cancelation of school beginning at 4 a.m. of the affected school day. Ideally, we strive for the procedures to start much sooner – usually the night before. For example, once a storm is forecast our district is usually in contact with the Fulton

County ESDA Director (Emergency Services Disaster Agency) Chris Helle. Chris will usually contact district officials the night before and report an inclement weather forecast and recommendations on potential road conditions.

After talking to ESDA, School officials will monitor the weather. When the storm arrives school officials will contact the City of Canton, local road commissioners, and the county to ascertain road conditions. It is important to maintain a close contact with the aforementioned agencies since they usually dispatch plow drivers immediately after the storm arrives. Most importantly, the drivers are connected via radio. This is helpful since the plow drivers can provide real-time information on road conditions. In addition, the plow drivers are also able to provide recommendations relating to road conditions.

Once a district closure is imminent school officials post the closure information on the district Facebook Page, notify staff, and local media outlets. Finally, school officials also execute an all call message through our district notification system. At the end of the day it is important to notify our parents as soon as possible to allow them time to make accommodations for child care for their children.

Closing the district is never a popular or easy decision. More often than not when the district closes it creates a hardship for working families and employees. Rest assured school closures are never taken lightly. The health and well-being of the students is always a priority when making a decision to close school.

Take Member Survey

2020 is shaping up to be an eventful year. Our state and nation will be tasked with taking up major policy issues. Many of these issues will be dominated by primary and gubernatorial politics. As the Illinois Chamber prepares for the New Year, they wanted to offer our membership the opportunity to partake in their Illinois Chamber of Commerce membership survey. We appreciate you taking a few minutes to provide them with your feedback and let them know what you think about the many issues facing Illinois. Use the link below:

<https://ilchamber.org/News/233/IL-Chamber-Membership-Survey-2020/news-detail/>



FEATURED CHAMBER BUSINESSES

Here are some suggestions on Chamber Businesses that can help you treat your VALENTINE
Find all locations at www.cantonillinois.org under membership directory

RESTAURANTS

Big Cat's Bowls
Bistro 101
Black Maple Coffee & Espresso
Don & Nancy's Cafe
Jimmy John's
Joe's Place in Norris
La Fiesta
McDonald's
Monical's Pizza
Pizza Hut
Subway
Taco Bell

TREATS

Cheesecakes by Cheryl
Cupcake Baby
Dunkin Donuts
Princess Creations
Sweet Shoppe

TRIP PLANNING

Discover Travel

FLOWERS

Aldi
CJ Flowers
Hy-Vee Floral
Kroger
Walter's Flowers

CLOTHES/BOUTIQUES

Di's Boutique
Crow Hollow Boutique
Flying Feather Boutique
Goodwill
Helping Hands Resale Shoppe
Mel's Sporting Goods
Mercantile 25 ~ Farmington
Walmart

SPECIALTY

Linn Lanes Bowling
Majestic Movie Theater

YOGA

The Breathing Tree
Canton Family YMCA

BEAUTY/SPA

Hair Society
Intense Tans
Just Teaz'n Hair & Nail Salon
Rockstar Beauty & Spa
The Look Hair Studio & Day Spa

BAR/WINERY

Big Horse Winery
Billy's Tap
Brew N Cue
Country Line Bar & Grill - line dancing
Nature Trails Winery
Official Time Out
White Oak's Sports Bar

GIFTS

Blessings Primitives
Front Porch Soap & Gifts
Fuller's Jewelry
RP Lumber - for the guys!
Walgreens

Thank You to Our Annual Dinner Sponsors!

Major Sponsors



Supporting Sponsors

CEFCU, Crawford's Home Furnishings,
Daily Ledger, Dempster Insurance Agency,
G-M Mechanical, Meade Law Office,
MidAmerica National Bank,
Mid Century Communications, Monical's Pizza,
The Loft of Canton, Town & Country Insurance,
Western Central IL Trades Council

COMMITTEE OVERVIEW

Business & Community Development

Chairperson - Jodi Wilcoxon, Mid America National Bank



Small Business Institute - this committee is working along side Spoon River College and Spoon River Partnership for Economic Development to create workshops for small business owners to learn new tools and equip themselves to continue to run a successful business. Set for February 28 at SRC.

Career Expo - this committee is working with many local organizations to create an opportunity for juniors from Canton High School and juniors from several surrounding schools to get a hands on look at a variety of careers. This event will be held on March 20th at Canton High School.

Another focus is on creating new online workshops for small businesses to learn new skills to help them be more efficient in running their business. Stay tuned for more on this new idea.



Government Affairs

Chairperson - Chad Holloway, OSF Healthcare

This committee has already started meeting to organize Meet the Candidates events set for March 5th and October 22nd at the Donaldson Center in Canton. This year will be a primary election so state and local seats will be invited to attend these events. Be watching for more information.

Member & Public Relations

Chairperson - Becky McLeod, Graham Health Systems

This committee recently held a Taking Care of Business Breakfast last with around 25 members in attendance; with presenter discussing the new IL mandatory sexual harassment training requirements and the Illinois Workplace Transparency Act. TCB breakfast event will be held quarterly in 2020 during the months of April, July, and October with presenter and dates to be determined. Any ideas are welcome!



Youth Leadership Academy

Chairperson - Whitney Parrish, Johnson & Johnson, PC



Youth Leadership Academy meets again on February 14th and will be learning financial literacy and interview skills with sophomore and junior Canton High School students. They have already had 3 workshops so far this school year. They meet at the Canton Harvester Inn.

Interested in becoming a Young Professional Mentor. Contact Carla Bobell at 309-647-2677 Ext 3 or cbobell@cantonillinois.org

Spoon River College Office of Community Outreach
 Canton Area Chamber of Commerce
 Spoon River Partnership for Economic Development
 Present the 2020

Business Institute

Friday, February 28th

7:30 am—12:30 pm

SRC Canton Campus



If you own a business, work for a business, or are thinking of starting a business, this day is for YOU! For just **\$25 per person**, you'll receive a day filled with energy, enthusiasm, breakfast, and great information! The day includes a keynote speaker, educational breakout sessions, and networking.

Session topics include:

- Unleash the Hidden Power
- Planning for the Life of Your Business
- Getting your Squirrels and your Sloths to Work Together
- Motivation
- Positive Communication
- Beat Stress
- Marketing
- More Topics, and Networking!

Register Online at <https://src.augusoft.net/>

Call SRC Community Outreach, 309-649-6260

Print the brochure from www.src.edu/outreach

Printed brochures are available at SRC & the Chamber/Partnership Office



src.edu/outreach 1-800-degrees

Canton • Macomb • Havana • Rushville

150% CLUB MEMBERS

The 150% Club is an optional membership upgrade that provides added exposure for your business. By paying 50% over regular membership dues at the time of your dues investment renewal or new membership, your business can join the Canton Area Chamber of Commerce's 150% Club.

150% CLUB

Advanced Rehab & Sports Medicine
 American Family Insurance
 Aquatic Control
 Art Hossler Auto Plaza
 Barnhart, Tinsman & Associates, LTD
 Big Brothers Big Sisters
 Brannan's Window & Siding
 Camille's of Canton
 Canton Elks Lodge
 Canton Family YMCA
 CEFCU
 Central States Fireworks
 CFC Properties
 Cheesecakes by Cheryl
 Chronos Technology
 COOK Medical
 Crawford's Home Furnishings
 Dempster Insurance
 Di's Boutique
 Dr. Jack Gibbs
 First Christian Church
 Froehling, Weber & Schell, LLP
 Fulton County Emergency Medical Association
 Fulton County Septic
 Fulton Democrat
 Giant Goose Ranch LLC
 G-M Mechanical of Canton, Inc.
 Harold Jump
 Helping Hands Resale Shoppe
 Hocker, Fitzjarrald & Richardson, P.C.
 Houlthaus Companies, Inc.
 Innovations Design Academy
 Ipava State Bank
 John Clark
 Jim Maloof Realtor
 John McCarthy, Attorney at Law

Johnson & Johnson, PC
 Jones Surveying & Engineering Corp
 Kemper Rentals
 Kevin & Debbie Stephenson
 Kiwanis Club of Canton
 Leander Construction
 Maurer-Stutz, Inc.
 McDonald's
 Mel's Sporting Goods
 MidAmerica National Bank
 Monical's Pizza
 North Central Behavioral Health Systems
 Oak-Hines Funeral Homes
 Official Time Out
 OSF Healthcare
 Otto Stephenitch
 Pizza Hut in Canton
 Progressive Vision Center, LTD
 Pure Green LLC
 R. Knapp Financials, Inc.
 Renaissance Care Center
 Rhoades Real Estate & Land Auction
 Scott Miller
 Sherwin-Williams
 Space Walk of Central Illinois
 Spoon River Pregnancy Resource Center
 State Farm Insurance, Chuck Taylor
 Stinauer Family Dentistry
 The Clayberg
 The Loft Rehabilitation & Nursing of Canton
 TimbukTech, Inc.
 Town & Country Insurance Agency, Ltd.
 Twice the Ice
 Walgreens in Canton
 WBYS AM & WCDD FM Radio