



East Bay Chamber of Commerce

Member Handbook 2017

Your guide to East Bay Chamber benefits and resources for personal growth and success





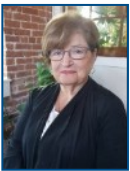
welcome

Welcome to the East Bay Chamber of Commerce!

Over the past year the East Bay Chamber experienced many firsts. The coming together of manufacturing and students as the Chamber partnered with Mt. Hope High school to bring interns into the work place; our CEO Manufacturing Roundtable; participating in National Manufacturing Day with a tour of three of our local manufacturers; our Small Business Saturday Holiday Shopping Express 3, 2, 1; Chamber 101; and our newest direct marketing program, Making Connections.

Working together with the towns of Bristol, Warren and Barrington, on more than one project has shown to all of us that what James C. Penney said is evident: Growth is never by mere chance; Rather, it is the result of forces working together.

As your Chairman of the Board, I hope to continue with this growth, but I can only do it with the help of all of you. I look forward to working with all the committees and members to add even more programs; and to our membership, I invite you to become even more involved. Growth is ours.



Cordially,

Bette Walpole

2016-2017 Chairperson,

East Bay Chamber of Commerce Board of Directors

Contact Us

Suzanne Munroe, Administrator
smunroe@eastbaychamberri.org

Bette Walpole
Membership Director
Chamber@eastbaychamberri.org

Christine O'Connor
Marketing & Communications Manager
Christine@eastbaychamberri.org

Hours of Operation

Monday, Wednesday, Friday
8:30 a.m.—4:30 p.m.

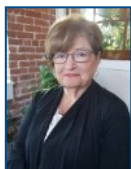
Tuesday, Thursday
8:30 a.m.—2:30 p.m.

Closed Daily 11 a.m.—Noon



2016-2017 board of directors

executive committee



Bette Walpole
Membership
Director
Chairperson



Lou Victorino,
East Bay
Manufacturers
Chair-Elect



Michelle Cartwright
Re/Max River's
Edge Realty
Past-Chairperson



Mark DeVine,
DeVine &
Associates
Treasurer
Events Committee



Joseph Farmer
Farmer & First
CPA's



Cidalia
Rodrigues
BankNewport



Michelle Hughes
Richard Stinako,
PC



Scott Pickering
East Bay
Newspapers



Tim Pray
TAP Printing



Beth Carter
Beth Carter
Enterprises
PR Committee



Dr. Mario Andrade
Bristol-Warren
Regional School
District



Steve Primiano
Steve Primiano's
Custom Window
Treatments
Government Affairs



Elizabeth Russell
St. Elizabeth
Manor-East Bay



Luca Carnevale
Hope & Main
EBYP



Kathy Marabello
Navigant Credit
Union



John Daniels
Associate
Member



Danielle DeLuca
Thompson
RE/Max River's
Edge Realty
**Business &
Community
Engagement**



Jessica Pflaumer
Town of Bristol



Bruce Cox, Esq.
Sleprow, Sleprow
& Associates



Keith Sartini
Goldenroad
Wealth
Management



Joeseeph
Hozempa
Round Two, LLC
Ambassadors



about your chamber

In 1972 our Chamber was organized and incorporated when the Bristol, Warren and Barrington Chambers merged to become the Bristol County Chamber of Commerce. In 1998 the name of Bristol County Chamber of Commerce was changed to the East Bay Chamber of Commerce to reflect our wider vision. Emerging from three small retail groups, our Chamber has grown in size and programming to meet the needs of our business community and to be proactive in the concerns of our businesses as well as the communities we serve.

The East Bay Chamber of Commerce is a not-for-profit organization, and not part of local or state government. The Chamber is financed primarily by membership dues, and is supplemented by various grants and fundraiser. These fundraisers, in addition to raising funds for the organization, are also extremely enjoyable networking opportunities.

mission

Our mission is to encourage, promote and support business and serve as the trusted resource for our community. The East Bay Chamber consistently strives to not only help our members, but our residents and visitors as well.

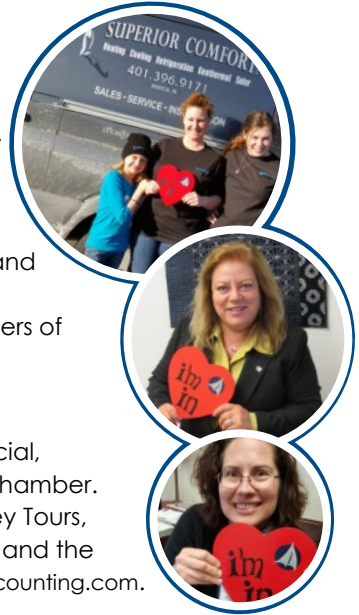




committees

ambassadors

This focus of this committee is membership retention. Ambassadors of the East Bay Chamber encourage members to attend events through the Buddy Program; celebrate members with Ribbon Cutting Ceremonies; manage raffles at networking socials; and make monthly well-check calls to members. Our Ambassadors are often thought of as the cheerleaders of the Chamber. **Joe Hozempa**, hozempa@me.com.



events

This committee plans, promotes and executes all social, fundraising and networking events of the East Bay Chamber. Such events include monthly Chamber Socials, Trolley Tours, Annual Holiday Celebration, Annual Awards Dinner, and the Summer Cruise. **Mark DeVine**, mark.devine@devineaccounting.com.

government affairs

Members of this committee keep their finger on the legislative pulse of the East Bay and the State House. This committee establishes working relationships with local government officials, fostering open dialogue. Members on the Government Affairs Committee host legislative receptions and legislator nights, survey members for political needs, and partake in Chamber Coalition meetings. **Steve Primiano**, steve@primianos.com.

public relations

This committee's objective is to promote each business' unique products and/or service to the community and chamber members. Our committee members are striving to launch new initiatives to ensure maximum exposure for every chamber business through press releases, social media, and other creative methods. **Beth Carter**, beth@bethcarterenterprises.com.

business & community engagement

This committee connects the East Bay Chamber and outside community organizations. Members in this committee attend business associations' and service organizations' meetings, to offer the support of the Chamber. Likewise, these committee members keep the Chamber board abreast of the goings-on within the community, and manage our direct-marketing program, Making Connections. **Danielle DeLuca Thompson**, danielle.deluca.thompson@gmail.com.



SHARE YOUR KNOWLEDGE

By joining a committee, you can add your voice to the conversations that shape business, share expertise, and get first-hand knowledge of the issues and initiatives that impact your business growth.



new member savings

Some of our current members have extended these special incentives to those who are newly joining the East Bay Chamber. Please take advantage of all they have to offer.

constant contact

Call 1-855-854-8609 to get 25% OFF Constant Contact

the bay magazine

FREE spot-sized ad, a \$160 value & \$100 OFF any 3-month contract.
Jeannette St. Pierre, 401-521-0023

east bay newspapers

Free 1/8 page color ad in 2 papers* & 5,000 impressions on EastBayRI.com, a \$285 value; Plus 50% OFF your 1st classified ad & 10% OFF additional classified ads. Brenda Santos, 401-253-6000.

**Barrington & Warren OR Bristol & Warren*

ribbon cutting ceremonies

Let's get out the scissors,
ribbon and celebrate! This
service is free to new and current
members, and is a great way to promote your business.



Moving to a New Location Remodeling Your Facility New Members
Under New Ownership or Management
Launching a New Product or Service



GET ADDITIONAL EXPOSURE

Do you have an incentive you'd like to offer new members joining the East Bay Chamber? Let us know so we can promote your 'business' offer here and in all our new member marketing materials.



promote your business

For more information about the following marketing and advertising opportunities with the East Bay Chamber, please contact Suzanne Munroe, Administrator.

tuesday @ two

With 700+ subscribers, you can target the entire membership as well as community members by placing an ad in the Chamber's weekly e-newsletter, the Tuesday @ Two. Cost: \$60/e-mail, OR \$165/month.

mailing labels

If you are doing your own mass mailing, we provide you with the Chamber membership's mailing addresses on a Microsoft Excel spreadsheet file to print your own envelopes, for just \$35!

seasonal flyer mailing—moving forward

Direct mailing with these highly anticipated flyer packets is an effective way to promote your business to other Chamber members. Take the opportunity to announce a new product or service, or add a coupon and track your results.

Offered 3X per year: Spring, April 1; Fall, Sept. 1; and Holiday, third week in November. Cost: \$75 per mailing.

programs & events

Increase your brand awareness, plus get added benefits like tickets, and preferred seating, when you sponsor any of our programs and events. This, like all our marketing and advertising opportunities, is only available to Chamber members.

As the owner of a startup business, one of the best investments that I've made was to join the East Bay Chamber of Commerce. I'm amazed at all of the resources, benefits, savings and support available to me as a Chamber member. The exposure my business has received along with the networking opportunities the Chamber provides has allowed me to move my business forward faster than I ever expected. The team at the Chamber are true partners in helping my business succeed and grow. I look forward to becoming more involved with the Chamber and supporting their mission of making the East Bay a better place for businesses and residents of our community.

*Stephanie Borden
One & Done Concierge Service*





2017 member benefits

East Bay Chamber membership offers numerous benefits to businesses large and small. Below is a list of services available at little to no cost to our members.

- Certificate of Origin Available
- Free Notary Public Service
- Free Health Insurance Quotes
- Listings Online Link to Your URL
- Business Referrals
- Free Brand Promotion on Chamber's Social Media Sites & Tuesday @2
- Brochures & Business Card Displays in Chamber Lobby
- Exclusive Marketing Opportunities
- Opportunity to Serve on the Board of Directors
- Moving Forward Newsletter
- Tabletop Displays at WEBOND
- Discounted Fees at Chamber Events
- Use of Chamber Community Room
 - \$10/Members
 - \$75/Non-Members
- Free Seminars

making connections

The Chamber offers an exclusive opportunity to get your business information into every new home purchased in Bristol, Warren and Barrington. Each month we will hand deliver a Making Connections bag to new homeowners filled with your promotional items. Each participating business will receive the list of names and addresses of the homes that we delivered to so that you can continue reaching these homeowners through your own marketing efforts. Cost: \$250/6 months, or \$400/year. You supply 600 promotional pieces per 6-months of participating. We collate into the bags and deliver to the homeowners. Be creative. For most recipients, this will be their first introduction to your business!



chamber website

Advertising on the East Bay Chamber website works! Our members have access to new customers and unique visitors every day via the Chamber's highly-searched local website. Advertising plans range from \$250 to \$1,250, and are packaged in 3-month increments.



2017 member benefits

bay bucks

Our Bay Bucks gift certificates are available for purchase at the Chamber office in any denomination and allow the recipient to select from a variety of services or retailers in the East Bay. Participating businesses receive 100% of the certificate value, redeemable upon submitting to the Chamber.



member 2 member discounts

East Bay Chamber members enjoy many discounts and savings offered by fellow members. The discount varies by business, and all employees are eligible to receive the discounts, too. You can find the list of participating members and their discounts on the East Bay Chamber website under About the Chamber, Member Benefits.

business & community resource guide

As a member of the East Bay Chamber, your business and contact information is listed 2x in our widely-circulated Business & Community Resource Guide, published annually. The book is the only guide to the East Bay area, with information about Bristol, Barrington, and Warren, as well as local and state officials' contact information. Our Guide is hand-dispersed to Roger Williams University families, visitors, Realtors, travel agencies and our membership. Only Chamber members can advertise in our Guide, with notices to advertising mailed out in August each year.



government lobbyist

The East Bay Chamber is a member of the Rhode Island Chambers of Commerce Coalition, which lobbies the RI General Assembly on issues and concerns of the more than 6,500 business members of the participating Chambers of Commerce. The Coalition has become a strong voice for businesses in Rhode Island and is growing daily. Learn more at www.RhodelslandBusinessVotes.com.



partnerships & counseling

score counseling

SCORE offers the nation's largest, network of free, expert business mentors. If you're just starting a business, SCORE mentors can provide the practical action plan, education and tools you need to open your doors and establish a customer base.

Already own a business? Our volunteer mentors can help identify ways to increase profit, improve employee and customer satisfaction, and achieve work/ life balance. With SCORE, you can have the honest, confidential and sometimes tough conversations about managing money, motivating your team, and other business topics. SCORE Counselors are available to meet with you in the Chamber office by appointment only. Call the Chamber office, 401-245-0750.

ri small business development center

Through a unique partnership with the Federal and State government a representative of the Rhode Island Small Business Development Center, works at the Chamber on Thursday mornings. The RI SBDC delivers free services to small business including business planning, access to capital and business operations. The SBDC is funded in part through a Cooperative Agreement with the U.S. Small Business Administration. Dennis McCarthy, 401-474-6998.

u.s. chamber membership

As a member of the East Bay Chamber, you are also a member of the U.S. Chamber of Commerce. Your joint membership entitles you to exclusive members-only discounts and services, access to small business toolkits and news, legislative information and updates, and members-only email newsletters. For more information about the U.S. Chamber member discounts and services, contact our partners directly, 1-800-638-6582.



DOUBLE YOUR BENEFITS

Go to uschambersmallbusinessnation.com for free resources including the US Chamber's 4 1/2 Minute Guides to Google Analytics, Digital Advertising, and Business Credit.



partnerships & counseling

coggn online training

Buy online training courses on an assortment of topics. Courses are self-certificates, and are distributed online to each employee's computer via a Learning Management System, where you can track and view reporting. Includes safety certifications. You can access Coggn from the Chamber website or scan the QR code.



bristol-warren regional school district

Local businesses can contact the Superintendent's office if they would like to develop an internship partnership or offer other career awareness opportunities such as job shadowing or mentoring. The process includes site visits to local businesses, developing a resume, completing and application, and interviewing for a position the student is interested in. Internships run from 50-100 hours afterschool or during the school day if the schedule permits. Students complete weekly timesheets, present their learning at the end, and may earn course credits.

Alicia Pereira, alicia.pereira@bwrsd.org.



other organizations

U.S. Small Business Administration
Workforce Partnership of Greater RI
Commerce RI

Roger Williams University CPC
PTAC

Polaris MEP

Main Street USA

Bristol-Warren Art Night

RI Chambers of Commerce Coalition
RI Tourism

RI Dept. of Labor and Training
Center for Women & Enterprise
Local merchants associations





professional groups

The East Bay Chamber of Commerce has several different networking groups available to both members and non-members. We encourage you to attend any one of their meetings or social events, or contact the group's chairperson.

networking 4 success

The purpose of this group is to exchange qualified business referrals. Only one person from each professional classification is permitted to join the group. Visitors may attend meetings up to two times without submitting an application for membership. This group meets every other Tuesday from 9-10:30 a.m. at the Chamber office. **Andy Deutsch**, andrew.deutsch@cox.com.



webond

The Women's Empowerment and Business Owners' Networking Development is our women's-only networking group. This group meets every Tuesday at noon at the Chamber office, bringing life-balance, education and resources to women in business and career professionals in the East Bay. **Suzanne Munroe**, info@eastbaychamberri.org www.meetup.com/WEBOND.

east bay young professionals

The East Bay Young Professionals (EBYP) is a social group of the Chamber. The EBYP aims to create business and social opportunities, support professional development and welcome new and existing young professionals to the East Bay, Rhode Island community. **Luca Carnevale**, luca@makefoodyourbusiness.com.

ceo manufacturing roundtable

The CEO Manufacturers Roundtable is a Master Mind Group made up of experienced decision makers from non-competing small to mid-sized manufacturers located in the East Bay area. This confidential forum is professionally facilitated by Chamber member Don Saracen, president of SARACEN Sales & Marketing. **Don Saracen**, 401-465-4706.



community events

Through our community-focused events, the Chamber helps to keep small businesses in the local area alive and a viable option to community members.

trolley tours

From food to shopping, learning about industrial arts and the marine trades, our Trolley Tours are a popular way to discover the East Bay. A trolley seats 35 guests who are eager to explore, shop and dine in Barrington, Bristol and Warren. Sign up to be a stop when our next event rolls by!

national manufacturing day

This day is held annually on the first Friday of October. The East Bay Chamber organizes a trolley tour of three East Bay manufacturing companies, that open their doors to the public for exploration. This national campaign is designed to shift Americans' perceptions about the manufacturing trade, and to foster enthusiasm for its growth.

holiday shopping express

Get your holiday shopping done in 3, 2, 1... Three towns, two trolleys, one day. This event is carried out in collaboration with the Towns of Bristol, Barrington, and Warren, as well as the Barrington Business Association, Discover Warren, Explore Bristol and the Bristol Merchants Association. This is the Chamber's major shop local for the holidays campaign, with a marketing reach of Southern New England. Shoppers are invited to park their car downtown and ride our trolleys to various destinations in each town to do their holiday shopping.

bristol-warren art night

The Chamber participates in Bristol-Warren Art Night, in support of local arts. Artists, photographers, fiber artists, and painters can showcase their pieces in our community room. The space utilizes STAS picture hanging systems, and holds up to 60 lbs. per cord. Dozens of community groups and businesses use this space each month for meetings and seminars. Ask about the Artist Showcase; Chamber Featured Artist; and our Studio Chamber Membership.



YOUR COMMUNITY, YOUR CHAMBER

The Chamber represents and promotes the area's business economy, and encourages business and industrial investment, broadening the tax base and providing employment. To business prospects and newcomers, the Chamber represents the community's pride and self image.



networking opportunities

For a schedule of updated events and to register, please visit the Chamber website, www.EastBayChamberRI.org/Events.

lunch n learn

Make your lunch a power hour with our Lunch N Learn seminar series. Attendees are invited to bring their lunch to these seminars, scheduled on Wednesdays at the Chamber office from noon—1 p.m. Learn about branding, website traffic, business communications, and more. Cost is \$5 for non-members; and free to Chamber members. Sponsor a series (6) for \$200.

chamber social (business after hours)

Mark your calendars for this recurring monthly business after hours networking social. Our Chamber Socials take place on the second Wednesday of the month, from 5:30—7 p.m., at a Chamber member business. This is a great opportunity to meet area professionals as well as explore local businesses. Hosting member provides a raffle, and tickets are sold for a 50/50 raffle. Cost is \$5 for members; \$10 for non-members.



annual legislative reception

The annual Legislative Reception is an opportunity for business leaders from around the state to meet with colleagues and elected officials to discuss business issues and concerns they may have in a relaxed and informal setting at the State House. This event is organized by the Rhode Island Chamber Coalition — the largest business advocacy and lobbying organization in the state, representing more than 7,500



participating businesses and 70,000 employees. Tickets for this event are sold by the East Bay Chamber and will be announced when made available.



networking opportunities

coffee & commerce

Rise and shine with the East Bay Chamber! This informative networking breakfast takes place on the last Friday of the month, from 7:30—9 a.m. at the Chamber office. Enjoy a light breakfast with coffee and juice while listening to a guest speaker discuss topics relevant to your business and personal life. Cost is \$5 for Chamber members; \$10 for non-members. Sponsor a series (3) for \$150.

statewide business after hours

Don't miss this once a year opportunity to network with other businesses from throughout the state every March. Last year, hundreds of business professionals were in attendance with over 125 display tables. Tickets for this event are sold by the East Bay Chamber and will be announced when made available.

annual awards dinner

This annual event held in October, highlights the success of the past fiscal year and looks ahead to the next. The Citizen of the Year, Business of the Year, and Member of the Year awards are presented. Award nominations are solicited in June/July, and submissions are accepted from members and the public.

Sponsorship levels for this event are:

- Platinum, \$1,000
- Gold, \$500
- Silver, \$300
- Bronze, \$150

jingle mingle holiday celebration

This winter event is a chance to network with fellow members and reflect on the calendar year in a party atmosphere. Enjoy the fun, win great raffles and cash prizes! Promote your business by donating a raffle item!

Sponsorship levels for this event are:

- Ruby, \$300
- Emerald, \$200
- Sapphire, \$100





your member checklist

Want to make the most of your Chamber investment? Follow the checklist below to ensure you are reaping the benefits of your membership.

- ☐ Review your Member Handbook and familiarize yourself with all your benefits.
- ☐ Email a small blurb (4 lines) about you and your business to post on our social media sites.
- ☐ LIKE us on Facebook — @EastBayChamberRI.
- ☐ Look for your welcome email with User Name and Password to the East Bay Chamber website to verify and edit your listing.
- ☐ Add a description to your listing on the East Bay Chamber website.
- ☐ Email your logo to info@eastbaychamberri.org as a jpeg or png file.
- ☐ Schedule a Ribbon Cutting and Open House.
- ☐ Attend a Chamber 101 workshop. NEXT workshop: _____.
- ☐ Contact Jeannette at The Bay Magazine to redeem your free ad.
- ☐ Offer a Member-to-Member discount.
- ☐ Join a committee. Email the chairpersons for a meeting schedule.
- ☐ Meet with your Ambassador, _____.
Email: _____
Phone: _____
- ☐ Email any news, business accolades, job postings, and promotions to info@eastbaychamberri.org.



Sign up for our
Tuesday @ Two
e-newsletter by
scanning this QR code and
entering your email address.