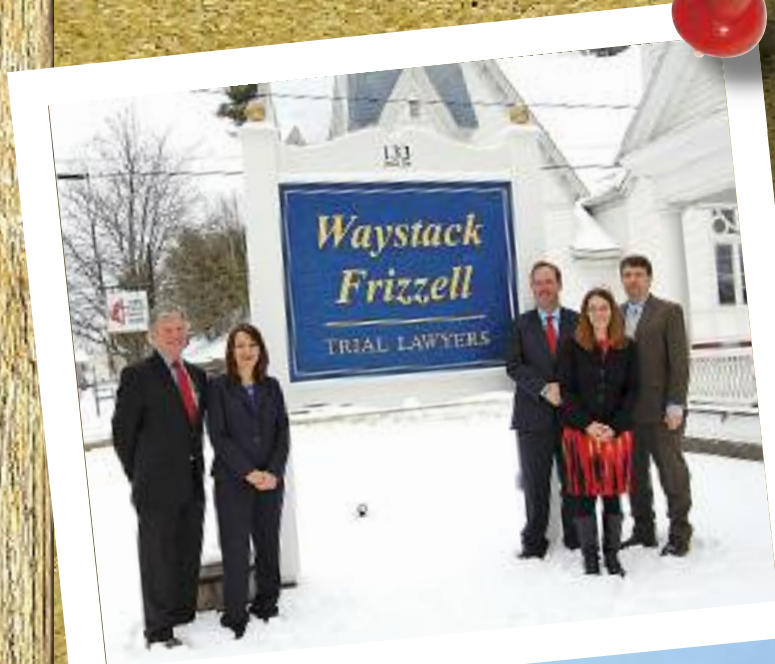


BUSINESS RECOGNITION



Featured Businesses

Community National Bank	2	PDQ Tax Service	13
Jenks Studio of Photography	3	Bucknam & Black-Law Firm	13
Union Bank	3	Martin's Cleaning Service	14
Jax Jr. Cinemas	4	E.H. Danson	14
Poulsen Lumber	5	O'C Satellite	14
The Farmer's Daughter	6	Armstrong's Better Hearing	15
Mayo's Glass	6	Northern Vermont Tent Rental	16
Quality Mitsubishi	8	Littleton Motorsports	16
Mayo's Furniture & Flooring	8	Dad's 4 By Tool & Supply	16
Hayes Ford	9	Dalton Mountain Motorsports	17
Framing Format	9	New England Foam Coating	17
Waystack Frizzell Lawyers	10	Walbridge Welding	18
Wes Ward Auto Repair	10	Bridget's Beauty Boutique	18
NCHC	11	The Wine Gate	19
Franconia Notch Vaca	11	The American Flag Store	19
The Creamery	12	The Graphics Shop	20
Artistic Gardens	13	Harris Flooring Installation	20

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165 YEARS IN BUSINESS...



Community National Bank headquarters have expanded twice in Derby.

COMMUNITY NATIONAL BANK

Bank Began In Derby Line, Grows To Become Community Leader

BY ROBIN SMITH
Staff Writer

The hallmark of a bank, said Stephen Marsh, is the extraordinary number of really good people who work there. That's certainly true for Community National Bank, celebrating 165 years.

From custodians to presidents, the 142 people who work for Community National Bank really like to serve people. Most have local roots, said Marsh, bank chairman and CEO.

That goes for the bank's new president, Kathy Austin, who grew up in Albany. Austin became president on Jan. 1, replacing Marsh.

Another example is Louise Bonvechio, CFO and senior vice president, who is from the Troy-Westfield area, Marsh said.

And they have longevity as well. Like Marsh, who has worked for the bank for more than 30 years, many of the staff have invested their careers at the bank.

They are local people helping local people, Marsh said.

"We are really lucky to have that flow."

Community National Bank is the only publicly-traded company that has its headquarters in Orleans County, he said.

The Derby bank office is the center of 14 branches across northern Vermont. And the history of the bank with its start in Derby Line has created a special relationship with customers and business across the border in Quebec, Marsh said.

Community National Bank organized in 1851 as Peoples Bank and became the National Bank of Derby Line in 1865. The original bank office on Main Street in Derby Line is still an operating branch.

In 1975, the bank acquired the Island Pond National Bank and changed its name to Community National Bank, headquartered in Derby.

In 1983, Community Bancorp., the bank's holding company, formed. The eighties were a period of growth, adding branches in Newport City and Troy to the Barton and Derby Line branches.

The nineties came with a recession in 1991, which the bank overcame with a loan program that helped local businesses expand rather than pulling inward. The bank also introduced an electronic revolution in banking, with the first CNB ATM and

telephone banking, plus debit cards and Internet banking by the end of the decade.

In 1993, the bank stimulated the economy itself, opening its first major addition to the Derby office. The Island Pond office relocated to the historic train station. And the bank grew beyond Orleans County.

In 1999, the bank became the anchor owner of the new Emory A. Hebard State Office Building, a significant addition to downtown Newport City.

On the bank's 150-year anniversary, a branch opened in Montpelier, followed by Barre.

Community Financial Service Group, LLC, a trust company equally owned by Community National Bank, The National Bank of Middlebury and Guaranty Bancorp. and the holding company of Woodsville Guaranty Savings Bank, formed.

The Derby office expanded again in the aughts and the bank received the USDA Rural Development Lender of the Year Award for two years in a row.

At the end of 2007, major growth came when CNB acquired Lyndon-Bank.

Some of the changes brought by digital and mobile banking continue, Marsh said. The need for physical branch offices is changing as a result.

As for the future of growth in the Northeast

Kingdom, Marsh said the impact of the EB-5 foreign investments at Jay Peak and QBurke resorts and beyond are being felt, with the full impact to come.

The NEK has need for what Marsh calls "really patient capital" that doesn't expect repayment for at least seven to 10 years. Banks cannot provide that, but EB-5 investors can, he said.

The bank benefited from good leadership over the years, Marsh said, from President Lloyd Selby (1959-1980), a "very good country banker whose word was his bond and expected people to do the same."

President Art Judd (1980-1986) "brought us into the electronic age" in the early eighties, followed by President Richard "Dick" White (1986-2004) who expanded those services with the policies and procedures in place to make sure it was successful, said Marsh, who rose through the ranks under both men.

Marsh said his own legacy will be reflected in the good people who follow him.

"The success stories we have in our community is fun to watch."



CNB Board Chairman and CEO Stephen Marsh



New President and COO Kathy Austin and senior vice presidents Terri McQuillen, chief credit officer, and Louise Bonvechio, CFO.

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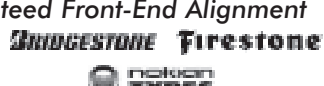
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130 YEARS IN BUSINESS...

Robert C. Jenks holds a glass plate negative of his great-grandfather, William H. Jenks, who in 1886 founded Jenks Studio of Photography in St. Johnsbury.

JENKS STUDIO OF PHOTOGRAPHY
1204 Main St #101
St. Johnsbury, VT

Owner: Bob Jenks
Year business started: 1886
Type of business: Photography
A brief history of your business: My great-grandfather William H. Jenks started the Jenks Studio in 1886. I’m fourth generation keeping the Jenks Studio alive. We believe that we are the oldest family run photography business in the United States. Others have been around longer but sold out to non-family members.

After graduating from culinary school and not wanting to work in a hot kitchen over the summer, I started working for my dad and never stopped. Having my dad as a mentor, and surrounding myself around other creative photographers, I began my journey. My true love is black and white photography, but having to shoot color allowed me to adapt well, then this digital stuff showed up. I learned to treat it just like film, so we again adapted to it, as the world moves forward in technology my true love is to go back into the dark room like my great grandfather did. I still shoot with his 11x14 camera, and contact print on silver paper, and other even older processes like platinum & palladium printing. Our future goals include to get our history of files digitized to share with the world, to make a working teaching darkroom so that I can teach classes in B&W photography. When students graduate from high school, there is no place to keep working in the old ways. Now they could come back to town and have a darkroom to work in.

What makes your business unique? History makes my business unique!

One day while at Catamount Arts, I found a photo that my great-grandfather shot, then looking on the walls found some my grandfather shot, then some my father shot, I thought “WOW!” Three generations of Jenks photography here. Then I turned the corner, and on the wall was one that I had shot! Four generation of images in there!

Zenas Jenks, grandfather to current owner Bob Jenks, was the second generation to own and operate Jenks Studio of Photography.

125 YEARS IN BUSINESS...

UNION BANK
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Owner: Union Bankshares, Inc. | Union Bank
Phone: 802-888-6600
Year business began: 1891
Type of business: Community bank
A brief history of your business: Union Savings Bank and Trust Company is a full-service community bank providing commercial, residential, and municipal services including a comprehensive trust and investment services division.

The bank opened its doors on July 27, 1891 in temporary quarters on Portland Street in Morrisville, VT with \$50,000 in capital. The following year the bank relocated to a newly -constructed building at 20 Lower Main Street where its headquarters remain today. In 1982, the bank’s shareholder’s voted to form Union Bankshares, Inc., now operating as the holding company for Union Bank.

In 1999, Union Bank acquired Citizens Savings Bank, headquartered in St. Johnsbury. Former Citizens Bank employees continue to serve bank customers in Caledonia County. Union Bank operates 17 banking offices and two loan centers and several ATMs throughout northern Vermont and New Hampshire. Since its founding in 1891, the bank has grown from a single branch in Morrisville into one of America’s most stable and successful community banks with over \$600 million in assets.

What makes your business special? Over many decades, Union Bank has earned

a reputation as a reliable, experienced and responsive community bank to the customers it serves. Union Bank has consistently been recognized for its community reinvestment efforts and for performance in residential lending to borrowers of all income levels. The US Small Business Administration has designated Union Bank as a Preferred Lender. Another accomplishment is ranking #7 by American Banker out of 800 top publicly traded community banks. Proud to be one of the few community banks serving Vermont and New Hampshire, Union Bank maintains a strong commitment to traditional banking values. In particular, Union Bank is dedicated to providing responsive customer service and community support, including donations to local nonprofit organizations. These values—combined with financial expertise, quality products and time-saving technology—make Union Bank the premier choice for your banking services, both personal and commercial.

The success of Union Bank is rooted in the communities we serve. As we celebrate and reflect on the past 125 years, our legacy and commitment to the community resides in assisting our customers with their financial needs - whether financing a new home, planning for the future, or helping local businesses and organizations grow and reinvest in their future. As community bankers, we will continue this mission by offering readily accessible personal service, a rapid and personalized loan process, talented staff and optimal financial products to meet the needs of our customers.

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65 YEARS IN BUSINESS...



JAX JR. CINEMAS

A Long History Of Big Star Power

BY TODD WELLINGTON
Staff Writer

The 65-year history of the The Jax Jr. Cinemas in Littleton, New Hampshire, is one of distinction and star power but it's family roots go back even further.

Jax Jr. opened on March 17, 1951.

The first movie shown was "Royal Wedding" starring June Powell and Fred Astaire. Congratulatory messages to owner John B. Eames were received from a host of Hollywood Greats including Bob Hope, Betty Hutton, Bing Crosby and Alan Ladd.

In November 1952, the Jax Jr. received the Jay Emanuel Merit Award, the highest honor accorded by the Motion Picture Industry.

Sixty-five years and countless movies later, the Eames family still owns and operates the Jax Jr. located at 32 Main Street in downtown Littleton.

The Eames family's long run in theater management began in 1920 when Northumberland resident John B. Eames purchased the Star Theatre, then located in the Solomon Block.

"He moved south for the weather," said Eames' son Jere Eames. "That's what we like to say."

But after the Star Theatre burned, the elder Eames bought the 800-seat Premiere Theatre which was operating down the street. Then in 1949, tragedy struck again when the Premiere Theatre was also destroyed by fire.

"That's when he decided to build the most modern, fire-proof theatre he could," said Jere Eames. "And that's what he did. All concrete and sprinkled."

When the new theatre opened it was named Jax Jr. after another Theatre - "The Jax" - the Eames family had owned in Colebrook.

On Feb. 8, 1975, the Jax Jr. had the distinction of hosting the world premiere of a film near and dear to Littleton residents - because many of them were in it. The movie, shot on location in Littleton, with local residents taking part in some of the scenes, was titled "Two" and starred actress Sarah Venable. The film was later re-titled "Captive."

According to it's American Film Institute listing, "Captive" was directed by Charles Trieschmann and was premiered in Littleton, where principal photography had taken place for four months, over a five-day period between Feb. 8-12.

The film was shot in and around Littleton and the nearby White Mountain National Forest in the fall of 1973. An estimated 100 residents were used in small parts as extras. The fully-furnished cabin where much of the action took place was owned by a doctor from Boston, according to news accounts.

"Captive" tells the story of a ski instructor kidnapped by a Vietnam veteran who has taken refuge in the mountains where he spent part of his

childhood,

But by the 1970s, star-studded galas were nothing new to Littleton's little downtown movie theatre.

On April 5, 1941, the Premiere Theatre hosted the World Premiere of "The Great Lie" starring Bette Davis. The event coincided with Bette's birthday so it was a two-fold celebration attracting an estimated 10,000 spectators.

The Eames family, now in its third generation in the theatre business, have kept the Jax Jr. state of the art.

Over the past decade, the Jax Jr. marquee has been redone with all neon and the interior lobby has been revamped. The seats installed in 1951 were replaced in 2007 with rocking-type chairs that total 225 per screen with a total theater capacity of 450.

In 1982, the single-screen movie theater was twinned for two screens. In the late 1980s, the sound was upgraded, and in 1999, when "Stars Wars: Episode I" was released, it was upgraded once again to Digital Theater Sound (DTS), which featured five speakers. In 2002, Cinema One in Jax Jr. went to Dolby digital sound.

On January 28, 2011, The Jax Jr. Cinemas became New Hampshire's first all-Digital 3D Cinema. The Dolby 3D system features high resolution and reusable glasses which are collected after each show and washed in between uses.

1997s "Titanic" was a big hit at Jax Jr. with some moviegoers turned away for lack of seats.

Until January of 2016, the first "Harry Potter" installment in 2001 held the record the most sales ever at the Jax Jr.

But Episode 7 of Stars Wars - "The Force Awakens" has topped them all and helped Jax Jr. have its best year ever, said Jere Eames.

"It's all about having great movies and giving people a great place to see them," he said.



PHOTOS BY ROBERT BLECHL

The Jax Jr. Cinemas are celebrating their 65th anniversary this year.

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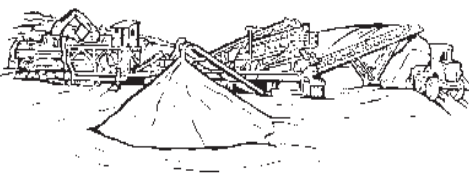
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60 YEARS IN BUSINESS...



PHOTOS BY ROBERT BLECHL

Poulsen Lumber saw mill produces some 3 million board feet annually.

POULSEN LUMBER

BY ROBERT BLECHL
Staff Writer

LITTLETON - What began as a lumber yard contracting with local loggers today has grown into a business that supplies a broad range of contractors, timberwrights and area residents.

Going strong into the 21st century, Poulsen Lumber Co. Inc., located at 656 Monroe Road at the northern edge of Littleton, celebrates 60 years in 2016.

It has been owned by Allan and Christine Santy for 20 years.

"We have a lot of customers and deal with a little bit of everyone, from contractors to homeowners," said Christine.

In 1956, Andy Poulsen and his family got into the lumber business by purchasing Champlin Lumber Co., and during the first few years contracted with the local loggers for raw material.

In 1969, Andy's son, Val Poulsen, bought the business and began purchasing delivered logs.

As the years advanced, Poulsen upgraded the company's machinery, which is now fully mechanized.

The yard is now a large purchaser of area timber, and today a handful of operators produce some 3 million board feet of lumber annually.

The mill produces special patterns for homeowners carrying out restoration in their homes.

It also has a wholesale wood pallet shop, said Christine.

In 1996, Val Poulsen sold the company to Allan - then a 20-year employee who began working on the sawmill floor - and Christine Santy, who kept the Poulsen name.

Large customers include Pete and Gerry's Organic Eggs, of Monroe.

Weidmann Electrical Technology, of St. Johnsbury, is also a customer, said Joshua Santy, son of Allan and Christine, who has been working for Poulsen Lumber for the better part of two decades.

Although White Mountain Lumber Co. operates out of Berlin and Milan Lumber Co. nearby, Poulsen Lumber is the only of its kind with a saw mill in the Littleton area, he said.

Its lumber, because customers include large contractors, can be found in homes and structures several

states away, said Joshua.

Its wood chips are also purchased by local biomass plants, including the Ryegate Power Station in Ryegate and Pinetree Power plant Bethlehem (currently closed after a fire, but expected to be up and running again in the next few months.)

A sizable portion of what the company produces comes from pine harvested locally.

Although new product lines have been added, Christine spoke of the continuity through the years.

"It's been in this location the whole time," she said. "It really hasn't changed much. We have a new addition on the front, but the sawmill is at the same spot."

Wood pallets have been made there for years and many building supplies and materials are sold.

Pine is the company's specialty, but the mill also saws poplar, pine, spruce, fir and cedar and expanded lines include hemlock timbers. They sell pressure-treated lumber, ABC metal roofing, AttiCat insula-



The office buzzes at Poulsen Lumber Co., which celebrates 60 years in 2016.

tion, rough-sawn timbers, framing lumber, regular kiln-dried lumber and plywood.

Poulsen Lumber also stocks Western Red Cedar split rail fencing and Versatex trim board and sells bark mulch for homeowners.

Today, the company that is open Monday through Friday from 7 a.m. to 4 p.m., Saturday from 7 a.m. to noon and closed Sundays, averages about 15 employees.

As the company continues its march into the 21st century, Allan and Christine are preparing it for the next generation of ownership. Their son Joshua has been working there full-time since high school.

"I grew up here," said Joshua. "I enjoy the people, the atmosphere, the wood. I love everything about it."



Most of the pine that is processed is local.

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50 YEARS IN BUSINESS...



The Farmer's Daughter, located on Route 2 in St. Johnsbury, is marking 50 years in business this year, with new owners poised to usher the unique business into its next chapter in local business history.

THE FARMER'S DAUGHTER

New Owners Promise To Stay True to Longheld Tradition

BY AMY ASH NIXON
 Staff Writer

ST. JOHNSBURY - The Farmer's Daughter, a unique North Country gift shop which peddles maple syrup and homemade fudge, as well as all manner of unique souvenirs from here and afar, is marking its 50th year in business.

The business has new owners in recent years in Anna and Bruce Cushman. They are keeping the tradition of the funky popular tourist stop true to its spirit, while adding even more reasons for people to pull off Route 2. Shoppers can poke around both inside and outside the historic, inviting red barn.

The couple are the third owners of the business. They purchased it in the winter of 2012, and reopened it Mother's Day weekend, 2013.

On the Northeast Kingdom Chamber of Commerce's website, the business is celebrated as one of the long-standing traditions in the Northeast Kingdom's retail history.

"When the Farmer's Daughter first opened in the 1960s, it was one of the largest places in the region to find Vermont souvenirs and products, and that claim is still true today," the Chamber says. "Located in a gigantic, old barn, Farmer's Daughter is chockablock full of quality Vermont-made products, furniture, specialty food and clothing, a number of these items made right in St. Johnsbury."

According to Anna Cushman, "We carry all the same tourist items that have been carried but we added an ice cream shoppe." They carry locally-made ice cream from Kingdom Creamery, as well as locally-made items soaps and lotions. They also make their own jams, jellies, homemade fudge and maple syrup.

The Cushmans added a new petting zoo, which is popular, said Anna Cushman.

"Families love the animals," she said. "We have goats, mini horses, alpacas, we also have wild ducks that spend the summer on our pond," adding that they try to add something new each year.

The Farmer's Daughter is open seven days a week from May to October and closes the day after Thanksgiving, opening across the street in a little sugar shack through Christmas, where they sell Christmas trees, fudge, and other local products each year, she said.

"It's so much fun meeting all the people that stop," she said. "This summer we had families from Israel, Russia, Australia and of course people traveling from all over the United States as well as the local folks that stop by for ice cream."

With a frisky wooden cutout sign of the farmer's daughter herself, her skirt hitching up inappropriately in a humorous, if not-so-politically correct manner, Cushman said that people often stop to take pictures with the sign. Anything that keeps them in the area is positive. "Shopping local helps keep business alive in the NEK," Cushman said.

The shop also stocks pottery, Bag Balm products made in nearby Lyndonville, furniture and wood crafts, jewelry, toys, bird feeders, wind chimes and much more.

A line of decorative primitive items also are featured at the gift shop from candles and candle holders to signs, kitchen items, dried berries and more.

Another new addition this past season under the new lead of the new owners was live flower baskets on the front porch, where "porch specials," change regularly.

The Farmer's Daughter has long been the go-to stop for tourists to the area to find fun gifts to bring back home, including thimbles, post cards, hats, sweatshirts, mugs, shot glasses and more, all with Vermont logos.

The shop also offers quantity discounts on T-shirts and sweatshirts.

50 YEARS IN BUSINESS...

MAYO'S GLASS

744 Portland Street
 St. Johnsbury, VT

Owner:
 Christopher Hardman

Phone:
 802-748-8895

Year business began:
 1966

Type of business:
 Commercial and residential glass

A brief history of your business:

Michael M. Mayo started the business with the help of his brother Bernier Mayo in 1966, repairing windows and building storefronts. He was formerly trained and employed by PPG in the Burlington area. The original shop was in the former Warren Motors building at the corner of Portland Street and Concord Avenue. When Mike decided to add paint and furniture to his business, he moved to their current location on Railroad Street. As Mike's business grew and grew, he decided to move the glass store to a leased space on the corner of Central Street and Summer Street. A short time later in 1989, Mike's nephew, Jim Warren, purchased the business. At this time, Chris Hardman came on as an employee. As the glass business flourished, Chris Hardman became a full partner in 2000. Three successful years later, Jim and Chris bought their own place at the current Portland Street location. Ten good years later, Jim decided to sell the rest of the business to his partner Chris Hardman in order to pursue his longtime interest in law enforcement. Mayo's Glass Service remains the area's most respected glass company and is looking forward to many more years of service to the community.

What makes your business special?

We do door locks of all kinds, pet screens, chalkboard doors, enclosing a porch for year-round use,



COURTESY PHOTO

From left to right are Cathy, Chris, and Anne Hardman of Mayo's Glass.

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Mayo's would like to recognize and thank all the customers who have used us repeatedly, the new customers who come on board, and the clear effort by so many customers wanting to keep business local. We humbly thank all our customers and look forward to serving you in the years to come. Bring all your projects our way; there is nothing we won't try to do for you whether a piece of glass for a picture frame, a custom shower or a custom sunroom, or even a glass steeple enclosure on top of a mountain. You name it, we want to do it for you and at a fair price to make you happy.

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50 YEARS IN BUSINESS...



QUALITY MITSUBISHI

BY TAYLOR REED
Staff Writer

ST. JOHNSBURY – Quality Mitsubishi on Memorial Drive is marking its 50th anniversary, and business never looked better.

“We’re very pleased with sales and all the support we are getting locally,” said Ronney Lyster, co-owner of Autosaver Group, a company of car dealerships including Quality Mitsubishi. “We’re very pleased with the growth of our fixed operations. Our service and parts departments have grown exponentially.”

Lyster added, “Please stop by. We would love to meet you. We have a very experienced staff.”

The dealership employs 21 people.

Shelley Martin, the sales manager, is psyched about hitting the half century mark.

“How cool is that?” Martin said.

Autosaver Group is the business’ second owner. The company purchased it in 2005 from founders Ernie Thurston and Bill Dimick.

It was named Quality Motors then and dealt only in used cars, Martin said. Autosaver Group quickly bought a Suzuki franchise to add new vehicles.

The business became Quality Suzuki and success arrived quickly, Martin said. It was largely driven by a hugely popular four-wheel drive Suzuki crossover vehicle.

“Over a few years we became the number one Suzuki dealership in New England,” Martin said. “It was like the perfect car for this area. They were small. They were good on gas. They were a crossover. They had push-button four-wheel drive.”

But in 2012, Suzuki discontinued sales in the United States. Quality Suzuki subsequently signed an agreement with the company to continue as a Suzuki service center, allowing the dealership to honor warranties on vehicles it had sold.

Thankfully, Martin said, within 30 days of Suzuki’s withdrawal, Mitsubishi came calling with a franchise offer. Autosaver Group bit and the dealership’s name changed to Quality Mitsubishi.

Mitsubishi offers a vehicle with push-button four-wheel drive similar to the popular Suzuki,

Martin said. Sales continue briskly, she said.

Likewise, the dealership’s service center is a powerhouse. Martin speculates it’s driven by inexpensive oil changes, which cost less than \$20.

“Our oil changes are always on sale,” Martin said. “You buy four and you get the fifth one free. You just can’t beat that. People love it. It equates to like \$15 an oil change. For \$15 you can’t even do an oil change yourself.”

The service center provides free car pick-up and drop-off in St. Johnsbury for oil change customers, Martin said.

The service center is furthermore bolstered by the “Big Deal” package of free maintenance for new car buyers. It includes three oil changes, tire rotation twice, and an inspection.

“Most customers after the first year will come back to you,” Martin said.



PHOTOS BY CALEIGH CROSS
Adam Lumbra of Quality Mitsubishi (above and below) is ready to help customers at the Memorial Drive, St. Johnsbury location.

Service center specials run constantly, she said. Coupons are available in the newspaper and online at qualitymitsubishivt.com.

“We run specials 52 weeks out of the year,” Martin said.

Business aside, Martin is proud to be an employee of Quality Mitsubishi. That’s because Autosaver Group, which sells about 1,000 cars a month, maintains a community fund, she said.

Company dealerships on a rotating monthly basis receive a hunk of donation cash. Quality Mitsubishi last month, for example, partnered with a local radio station to donate \$15,000 to local food shelves, including \$5,000 in St. Johnsbury, \$5,000 in Lyndon and \$5,000 in Danville, Martin said.

“It’s nice to work with people who raise money for the community,” Martin said.



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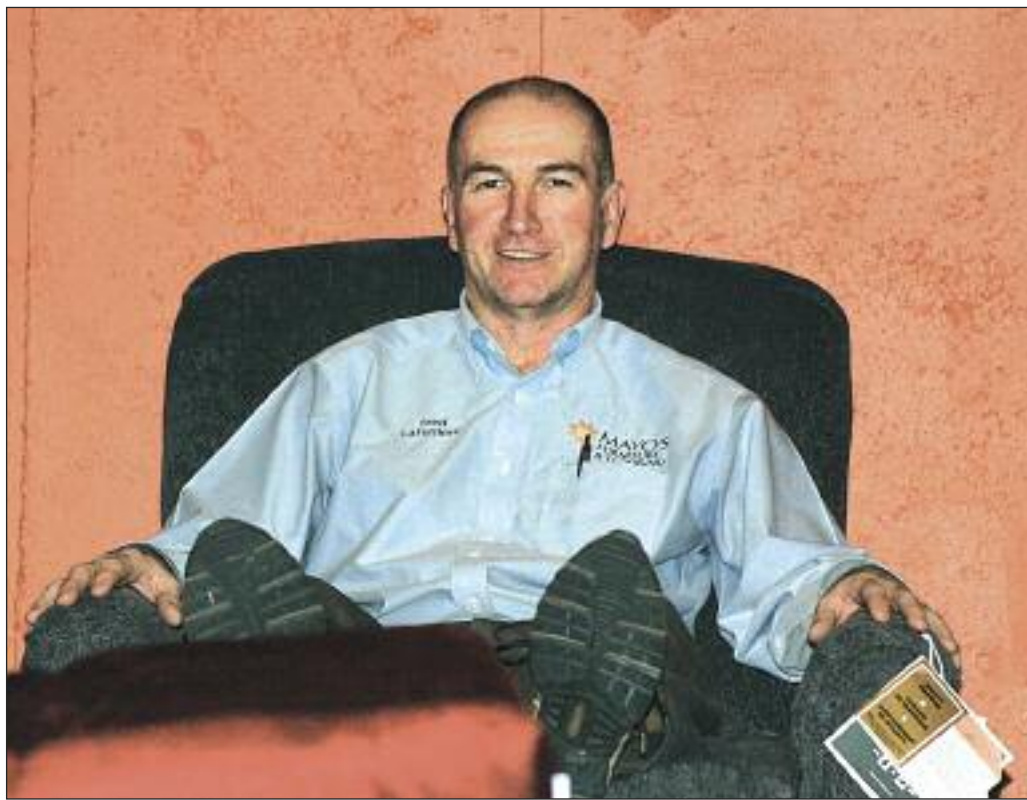


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**50 YEARS IN BUSINESS...**

Fred Laferriere takes a moment to relax in a recliner on the Mayo's Furniture floor.

MAYO'S FURNITURE & FLOORING

BY TAYLOR REED
Staff Writer

ST. JOHNSBURY – Mayo's Furniture & Flooring may be marking its 50th anniversary but owner Fred Laferriere only wants to celebrate his customers.

"This is a great town," Laferriere said. "We have great customer relations. We wouldn't be here if it wasn't for repeat customers. People keep coming back. I can't say enough about the residents of St. Johnsbury and surrounding towns. They're good to us and we take care of them. We offer free delivery within 50 miles and we use all of those miles. We just wouldn't be here today if we didn't have such a good solid customer base."

The store includes 13,000-square feet of furniture, flooring and window treatments on three floors within a former grain mill constructed sometime before 1900. Laferriere, the company's second owner, purchased it after first laboring there for 17 years.

He started at the bottom.

"I came here as a carpet and linoleum installer," Laferriere said. "You never know where life is going to take you."

Now he employs 12 people including four full-time floor installers, two floor-store clerks, two furniture deliverymen and four furniture-store clerks. Laferriere is open from 9 a.m. to 5:30 p.m. on Mondays through Saturdays and from 11 a.m. to 5:30 p.m. on Sundays.

Sunday hours are a relatively new addition, and worth the effort.

"It has become a big part of our week," Laferriere said. "A lot of times it's the only time that people can shop."

Mayo's specializes in furniture, flooring and window treatments. Big sellers include premium mattresses, Basset furniture, blinds, and recliners. "We sell tons of recliners," Laferriere said.

He always stocks at least 50 examples. The inventory includes power recliners and sofas equipped with a push button mechanism permitting vast adjustability versus the limited seating positions of levered versions.

Bassett furniture is quite popular as well. Customers have a choice of 1,000 upholstery options sampled on a Mayo's display rack.

Mattress sales are likewise brisk. The trend recently began when Mayo's became a Serta certified America's Mattress store, which delivers access to every model the company manufactures.

"A part of the business that has really grown is the mattresses," Laferriere said. "I think it's because we're an America's Mattress store. We offer everything that Serta offers. Serta is the biggest mattress store in the country. It used to be Sealy, but Serta overtook them."

And bedding ain't what it used to be.

The cutting edge is marked by a Serta foam mat-

tress atop an adjustable frame permitting the lifting of head and feet, plus a "zero gravity" position, Laferriere said. Some models feature massage elements.

"Everybody loves them," Laferriere said. "People say, 'I can't believe I waited this long in life to be comfortable.'"

Flooring is another flagship product. The store includes a nearly 1,000-square foot room dedicated to it.

Window treatments like blinds and drapes are top sellers too.

"It is every day that people are in here for that," he said.

Mayo's is largely unaffected by the Internet. Laferriere maintains a website at mayosfurniture.com, but customers typically prefer to touch furniture before purchasing it.



Mayo's Furniture and Flooring also offers carpeting.

"You can't try out a mattress or try out a chair on the Internet," he said.

Employee Nancy Hartwell orders the furniture inventory. Three years ago the business began stocking more upscale brands and noticed an immediate increase in sales.

Mayo's now carries 12 brands unavailable anywhere else in the area, she said.

"We have a different group of customers now," Hartwell said. "We have the repeat customers and now we have a lot of the customers from the condo crowd and the lake people."

The Railroad Street business was founded by resident Mike Mayo five decades ago inside the building that now houses Tim's Deli at the corner of Concord Avenue and Portland Street. He subsequently purchased Sullivan Furniture on Eastern Avenue and moved his business there.

The Eastern Avenue store later burned and in 1978 Mayo bought Curran Furniture on Railroad Street at the present location of Mayo's Furniture & Flooring.

Business specialties included flooring, furniture, glass, and paint. Mayo sold the glass division to Jim Warren 25 years ago, and sold the rest of the business to Laferriere in 1998. Laferriere then sold the paint division to Chad Roy five years ago.

The company has carried several names. It started as Mayo's Paint & Glass, then Mayo's Decorating & Glass, then Mayo's Furniture & Floor Covering, and finally Mayo's Furniture & Flooring.

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45 YEARS IN BUSINESS...



The staff of Hayes Ford. Owner Mark Hayes is shown at front and center.

HAYES FORD

Hayes Ford Owner Says Customers Are The Best Part Of His Business

BY JENNIFER HERSEY CLEVELAND
Staff Writer

NEWPORT CITY - Giving back to the community that gives to you is just something business owners should do, said Mark Hayes, owner of Hayes Ford.

Started in February of 1971, Hayes Ford is now in its 45th year, and Hayes is the second Mark Hayes to own it, after he bought out his father and a brother.

"My dad always told me - and I learned from the best teacher - if you don't take care of your customers after the sale, they probably won't be back to buy a second vehicle from you," Hayes said.

That message was drilled into him from the time he entered the business, and obviously, 45 years later, it has worked.

"When people leave us they find they don't get the same level of service somewhere else," Hayes said.

Hayes Ford boasts several longtime employees, including three who have been loyal to their employer for 30 years or more. Carole Ricard and Steve Lucas are in their thirtieth years at Hayes, while Raymond Laramie will hit 32 years in January.

Several employees have remained with the company for 20 years or more, Hayes said.

Ricard said she's stayed around due to the close-knit group of employees.

Hayes said the hiring process is very deliberate, which has produced successful results. "We don't want to just fill the position. We want the right people."

"It's actually a very exciting business to be in," Hayes said. There are always new models, features and options coming out. "That's the fun part."

But the best part, for Hayes, is getting to know his customers, who come back time and time again when they need new vehicles, auto body service, tires or parts, reconditioning of their vehicles, or

rental vehicles.

The business, which employs about 30 people, has been in the same location for its entire existence.

The company also holds numerous special events for the community throughout the year. In December, they sponsored the Giving Tree, where employees and community members buy gifts for elders who live in four nursing homes - Maple Lane in Barton, Union House in Glover, and Bel-Aire and Newport Health Care in Newport.

In November, they provided more than 50 complete turkey dinners, which were brought to schools and churches for distribution to those in need. One church, the Church of God, cooks the dinners for people before delivering them, Ricard said.

The Easter egg hunt was the first community event at Hayes, and the business now offers the Halloween Boo-nanza party with candy and activities for kids.

The business hosts four cruise nights each summer for antique car enthusiasts, and Hayes provides a free barbecue, deejay, and prizes.

When asked why he goes to such lengths for his community, Hayes shrugged and said, "You're supposed to give back to the area that supports you."

"If people are looking for cars to buy, they're probably going to go where they've been helped," Ricard said.

Hayes has received numerous awards over the years, but the one that stands out is the President's Award, from the president of Ford himself. He earned that in 1998 and was treated to a gala event in Palm Beach, Florida. When a dealer receives that award, Hayes said, he knows he is in the top echelon of his business.

Hayes is in his early 60s, but has no succession plan in mind. "I don't plan to retire any time soon. Retirement is not even in my vocabulary at this time."

40 YEARS IN BUSINESS...

FRAMING FORMAT

485 Lafayette Street
St. Johnsbury, VT

Owner:
Sharon Reihmer

Phone:
802-748-3964

Year business began:
1976

Type of business/work you do:
Custom Picture Framing

A brief history of your business:

Sharon Reihmer started framing in 1967 at Kent Studios in the suburbs of Philadelphia. She majored in art at Penncrest High School, attended Hussian School of Art, then moved to Vermont.

The Framing Format opened in 1976 on Railroad Street in St. Johnsbury, and moved to its present location on Lafayette Street in 1981. The shop provides a relaxed atmosphere that encourages sharing and "story-telling" which often helps to inform the design choices of each custom framing project.

In addition, Sharon co-publishes the Green Mountain Trading Post, is a Fairbanks Museum Fellow, is a board member of the LSC Foundation, and serves on the Marketing Committee of the St. J. Food Co-op.

What makes your business special?

The Framing Format offers custom framing with archival materials, stretching of needlework and canvas, dry mounting, matting, thousands of moulding styles, and encourages the re-use of existing frames. The helpful staff supports artists and do-it-yourselfers who want to frame their own work with materials and supplies for sale, and plenty of free advice.

The retail gallery offers oil and pastel paintings, limited edition prints, antique Vermont maps and prints, vintage magazine pages and advertising, note cards, calendars, puzzles, and signed children's books. Featuring the art of Fred Swan, Larry Golden, Will Moses, Bob Jenks, and others.



Sharon Reihmer of the Framing Format prepares to celebrate 40 years in business this year.

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40 YEARS IN BUSINESS...



COURTESY PHOTO

Philip Waystack, founder of the northern New Hampshire law firm Waystack Frizzell, at left, stands with his legal team in front of the new Lancaster office. With Waystack are attorneys Brenda Golden Hallisey, Joe Garrison and Sandra Cabrera and partner Jonathan Frizzell.

WAYSTACK FRIZZELL TRIAL LAWYERS

Attorney Leaves The City To Become Top North Country Lawyer 40 Years Later

BY ROBIN SMITH
Staff Writer

In January 1975, attorney Philip Waystack decided that instead of working in Boston, he wanted to strike out on his own.

"I wanted to go where nobody knew my name," Waystack said.

A chance meeting with a judge from Coos County, N.H., drew him to Colebrook, where he opened his own law office and scrambled to get clients.

Forty years later, Waystack Frizzell is a nationally-recognized defense firm with offices across Coos County.

Waystack said he had to work on every case when he first started out.

"I really wanted to do trial work," he said, and that meant handing out business cards to anyone who would take them. "I would take every case I got."

Why did he stay in the north? Waystack recalled the frigid morning shortly after he moved to Colebrook when he slid off the road in -23 F conditions. A local pulled him out of the ditch.

He wouldn't accept compensation but he did take Waystack's card.

"As time went on, I realized the people of Colebrook are kind," Waystack said. "They work awfully hard for a living."

That kindness was infectious. Waystack ran for the local school board and felt like a member of the community.

"I felt like I found my 'tribe,'" he said.

Participating in your community is "one of the hallmarks" that makes a law firm successful, Waystack said.

"You've gotta give something back."

Waystack got a break two years into his career in Colebrook as the state-appointed defense attorney in a murder case (in the days before public defenders),

"I'll be damned – I won it."

In 1982, he opened his second office in Berlin. He

hired his first associate, Vicki Brunnell, to assist in a high-profile murder case.

Success there led to more expansions.

His first partner was David King, changing the firm's name to Waystack and King. King was appointed to the New Hampshire Supreme Court in 2007.

Attorney Jonathan Frizzell, who grew up in Colebrook, joined Waystack in 1996 and became a partner in 2007. His parents are from Colebrook.

The firm changed its name to Waystack Frizzell, Trial Lawyers.

"Jon virtually runs the firm as managing partner," Waystack said.

Waystack Frizzell has a terrific reputation across New Hampshire, Frizzell said.

In 2011, the firm added an office in Lancaster and added more associates. Now there are six lawyers and seven staff members.

Waystack said his firm specializes in civil court cases, preferring to handle trial work. They might, for example, handle cases of blue collar workers hurt on the job.

"If I have a choice, I try to go to federal court," Waystack said.

In the past few years, Waystack Frizzell has been involved in highly publicized cases, such as representing a woman who lost her husband in the Black Mag explosion case, which was settled in mediation.

Waystack was named "one of the Best Lawyers in America" in 2012-2013 and his firm is on the Super Lawyers' website among the nation's top law firms.

There's been plenty of change in the legal community in Coos County since Waystack arrived in Colebrook.

Back then, he was the seventh lawyer in Colebrook and the 38th in Coos County.

Now there are only four or five other firms in Coos County, he noted.

That reflects the creation of state-funded public defenders, and the size of the existing law firms.

35 YEARS IN BUSINESS...

WES WARD AUTO REPAIR

1193 Portland Street
St. Johnsbury, VT

Owners:

Wes and Paula Ward

Phone:

802-748-3636

Year business began:

1981

Type of business:

Auto maintenance and repair

A brief history of your business:

Express Fleet Service, Inc. d/b/a Wes Ward Auto Repair, was established in 1981 with vehicle maintenance and repair services being provided at the Portland Street location of Bedard's Service Center. After establishing a loyal customer base, the business was relocated to Danville, Vermont for several years. In 1999 the opportunity arose to re-locate the business on Portland Street to the site of the former Sumner (and Noyes) Tire. The business has thrived at this location where passenger vehicle, truck and fleet maintenance and repairs are featured services offered at this facility.

What makes your business special?

Wes Ward Auto Repair is an independent vehicle maintenance and repair facility offering services for foreign and domestic, passenger and commercial vehicles allowing customers a comparable alternative to traveling the long distances that are often required to utilize dealership facilities. WWAR is a certified AAA "Approved Auto Repair" facility and has the distinction of earning the AAA Independent Shop of the Year award an impressive four times. This award is based solely upon customer feedback from independent surveys demonstrating WWAR's commitment to building strong customer relationships. WWAR is also an authorized Parts Plus Car Care Center. In 2002, Wes was selected to serve on

the Parts Plus National Car Care Center Advisory Council. This appointment is significant because nationally only nine persons serve on this prestigious board. Tiny St. Johnsbury has had a direct voice in the direction taken by Parts Plus Car Care Centers across the nation since 2002.

WWAR is truly a family business. Wes and Paula Ward operate the business together and both are immersed in community activities that enrich the lives of many. They actively participate in Relay for Life, the St. Johnsbury Kiwanis Club, the annual Santa Fund, various local boards and charities and Wes volunteers as a Guardian Ad Litem providing a voice for at risk children. Wes was recognized and honored for his contribution to the community as the 2015 Citizen of the Year by the NEK Chamber of Commerce. Wes and Paula have invested their lives in their business and into giving back to their community.



Paula and Wes Ward, owners of Wes Ward Auto Repair in St. Johnsbury, will celebrate 35 years in business in 2016.

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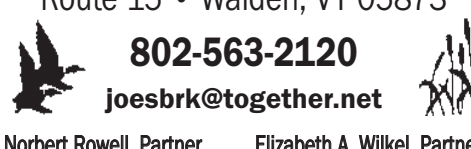
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40 YEARS IN BUSINESS...



PHOTO BY CALEIGH CROSS
 Nurse Dian Roy consults with patient Susan Hall at Northern Counties Health Center in St. Johnsbury last week.

NORTHERN COUNTIES HEALTH CARE

The Doctors For Everyone

BY TODD WELLINGTON
 Staff Writer

It started 40 years ago as an organization for those living in the most rural areas of the Northeast Kingdom but today Northern Counties Health Care, Inc. is the medical services provider for everyone.

Patrick Flood, has been CEO of Northern Counties Health care since 2013. Prior to that he served the State of Vermont as Commissioner of the Department of Mental Health and prior to that as Deputy Secretary of the Agency of Human Services.

"The idea was to make sure low-income residents had access to health care," said Flood. "But we don't serve just low-income Vermonters. Everybody comes

business with 270 employees and was the first - and now the largest - Federally Qualified Health Center system in Vermont. It's also the only one which also operates a home health care and hospice division.

According to its website, the seeds of NCHC began in 1968 when Caledonia Home Health Care was established under the leadership of local physician Dr. Ralph Jardine and a group of community members interested in the provision of home health care services.

In 1976, the first Northern Counties Health Centers Board of Directors was formed and established NCHC as the first Federally Qualified Health Center in Vermont.

In 1977, NCHC opened the Hardwick Area Health Center, the Danville Health Center and the Island Pond Health & Dental Center. The Concord Health Center was opened in 1980. In 1981, Caledonia Home Health Care expanded its array of services to include Hospice and Hospice Homemaker services.

In 1988, Caledonia Home Health Care & Hospice and Northern Counties Health Care merged. The Northern Counties Dental Center opened in 2001 and in 2013 Caledonia Internal Medicine and the St. Johnsbury Family Health Center practices joined Northern Counties Health Care, Inc. and formed The St. Johnsbury Community Health Center.

Flood says the future for NCHC presents several challenges for NCHC including a shortage of doctors.

"It's getting harder and harder to attract primary care physicians," said Flood. "It's a big issue."

Other challenges include dealing with growing mental health and substance abuse issues and toward this effort NCHC is already working closely with Northeast Kingdom Human Services.

"We do a lot with addiction," said Flood. "It's a big, big problem."

But the larger picture, said Flood, is to take the existing system that includes NCHC and outside organizations such as NVRH and make it better for patients and more efficient for all.

"Organizationally we're working for better integration so we're working better together so nobody falls through the cracks," said Flood.

Flood began his career as a nurse for seven years during which time he served in a variety of settings including hospitals, psychiatric facilities and elder care settings. Flood retired from employment with the State of Vermont two years ago and assumed his new role as CEO of Northern Counties Health Care, Inc. on Aug. 5, 2013.



Kim Rabbitt is part of the team at NCHC, a community resource for health care.

to us."

According to information on its website, NCHC provides care to over 18,000 individuals in the Northeast Kingdom through its network of five community health centers, two dental practices, a Medicare-certified home care and hospice division, a comprehensive AIDS/HIV+ care clinic, and a partnership with three different hospitals and many community partners and agencies.

Services range from preventative care, gynecological care, chronic disease management and behavioral health services to dental care, physical therapy, homemaker services and oncology care coordination. It also provides prenatal, pediatric and adolescent care to adults, geriatrics and end of life care.

Flood says NCHC also works "hand in glove" with Northeastern Vermont Regional Hospital (NVRH), with its doctors and other medical staff sharing work with hospital staff.

"We do a lot of stuff together," said Flood. "They're very cooperative and collaborative."

NCHC is a \$19 million dollar a year non-profit

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Year business began:

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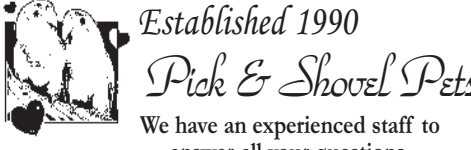
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40 YEARS IN BUSINESS...



The Creamery Restaurant in Danville is celebrating its 40th birthday in 2016.

COURTESY PHOTOS

THE CREAMERY RESTAURANT

BY JENNIFER HERSEY CLEVELAND
 Staff Writer

DANVILLE - "I wish I was turning 40," said Marion Cairns, owner of The Creamery Restaurant, which is turning 40 this year.

"It went by fast," Cairns said. "It's probably one of the oldest restaurants owned by the same person in the United States now."

Cairns said the best part of running her business is the customers, who she said are very loyal.

The Creamery specializes in fresh seafood and fish as well as black Angus beef, Cairns said, which seems to keep both the locals and the summer people staying at camps in Danville happy.

"They become like family," Cairns said.

Speaking of family, at times Cairns has had her brother, mother and sister working for the restaurant. She has also employed multiple generations of local kids.

"I have kids who started working for me who have kids," Cairns said. In some families, the kids of former employees are now employees as well. She employs between 12 and 15 people.

Cairns opened the restaurant in 1976 in a former creamery. She'd enjoyed working in the restaurant business when she was younger and decided opening her own would be a good idea.

Clearly, that idea has panned out.

While the economy has not always been kind, Cairns said she feels very fortunate. "We're seen some real good times and some down times, but mostly good times," she said.

The menu is written on a chalkboard where diners come through the door, and it changes nightly. Cairns tries to use as many local ingredients as possible, and the ingredients have to be fresh to pass muster.

"I'm kind of known for my homemade soups," Cairns said.

People also seem to really enjoy the maple cream pie, she said. The pie was formerly made by Cairns mother, Kate Beattie, who passed away last year. Now, her sister Gilly Beattie makes it.

When asked if it is as good as mom's, Cairns said,

"She wouldn't say so, but it is."

In the summer months, the lobster roll with onion rings is very popular.

When asked what she would recommend to diners, Cairns said, "Everybody loves our haddock or our seafood linguine."

The restaurant seats 40 upstairs, which is often used for special events, and the downstairs seating is a cozy pub atmosphere, she said.

The restaurant doesn't have a ton of reviews online, but the ones there rate the restaurant as a five-star dining establishment.

"The food is delicious, the service is outstanding," wrote Christian Gomes on Google reviews.



Fresh seafood, like this seared shrimp salad with fried artichokes, keeps bringing customers back to The Creamery Restaurant after 40 years of business.

"The entrees are prepared meticulously, excellent service and a nice atmosphere," wrote Robert Carinci. Asked if Cairns would still be running the place in another 40 years, Cairns laughed and said, "I don't think I'm going to be living to 102."

"I'm here for a while," she said, or at least until her husband retires. "And I don't see that coming anytime soon."

The Creamery Restaurant opens at 3 p.m. Tuesday through Saturday and stops serving meals at 8 p.m.



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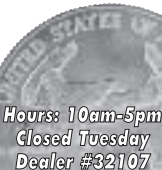
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35 YEARS IN BUSINESS...



Suzanne and Paul Taylor stand in front of Artistic Gardens, which celebrates its 35th year in 2016.

ARTISTIC GARDENS
1320 Rabbit Plain
St. Johnsbury Center, VT

Owners: Paul & Suzanne Taylor
Phone: 802-748-5646
Year business began: 1981
Type of business: Floral
A brief history of your business: We started Artistic Gardens in 1981 selling wholesale and mail-order Christmas wreaths. Five years later we opened the flower shop and greenhouses in St Johnsbury Center when our daughter was 1 year old. During the next 24 years, we enjoyed creating beautiful flower arrangements and growing plants in the greenhouses for our clients and their families while raising our three children. In 2010, our children grown, we decided to move the flower shop to Railroad Street in St Johnsbury. After a fire destroyed that building, Artistic Gardens relocated to our current location in St Johnsbury.
What makes your business special?

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The flower industry has seen many changes in the last 30 years, but the one thing that has stayed the same is our commitment to our customers: helping them celebrate life's big milestones or offering comfort during times of sorrow through the beauty of flowers.

30 YEARS IN BUSINESS...

P.D.Q. TAX SERVICE
51 Adams Drive
St. Johnsbury, VT

Owners: Robert and Vera Wilkins
Phone: 802-748-3382
Year business began: 1986
A brief history of your business: When my wife and I moved back to St. Johnsbury in 1976, I started preparing taxes and performing some accounting for a couple of clients while I worked full-time in accounting. I met an old classmate at the local computer store and we started working on joint projects. We worked so well together that we decided to form a corporation and in December 1986 we held our first meeting and the business was formed. We opened our first business on 68 Eastern Avenue. My partner built and serviced computers and Vera, my wife, and I did income taxes.
After two years, we were growing so fast that we moved to the Goss's building next to the Grace Methodist Church. By then we had nine employees

and a second office in Woodsville, N.H. In the summer of 1989 we decided to go our separate ways and Vera and I relocated the business in our home at 48 Cliff Street. We have since built a new home on Adams Drive with a nice light and spacious office with a walk-out basement, complete with radiant heat in the floor.
Computers have become so inexpensive and the software so easy to use that all our accounting clients have gone their separate ways. This has resulted in us working fewer hours as we are getting near retirement.
What makes your business special?
As our practice has grown more and more, some of our clients have become older and it has been difficult for them to get around, especially in the winter. Now we have about ten clients to whose house we travel to hold the interview, before taking their paperwork back to the office and preparing their return. We then return the finished tax return to them for signature. This service is offered at no extra charge.

30 YEARS IN BUSINESS...

THE LAW FIRM OF BUCKNAM & BLACK
1097 Main Street
St. Johnsbury, VT

Owners: Deborah T. Bucknam and Jennifer B. Black
Phone: 802-748-5525 Ext 101
Year business began: 1986
Type of business: Attorneys at Law
A brief history of your business: The firm started as Deborah T. Bucknam, Esq., and has expanded over the years to include a number of attorneys. We presently have three attorneys: Deborah Bucknam, Jennifer Black and Amy Davis. We began by renting in the Union Bank Building on Railroad Street, and then in 1989 purchased the building that presently houses the firm. Our firm is a traditional small-town practice, with Attorney Bucknam concentrating on civil litigation, including land use, civil rights, municipal litigation, and contract disputes; Attorney Black concentrating on estate planning and corporate formations; and our newest attorney, Amy Davis, concentrating on criminal, family and probate matters.
What makes your business special?
Our goal is to give our clients first-class service comparable to a large firm, while providing personalized attention to each client. To that end, we have made use of the latest technology throughout the course of our business. We were one of the first firms in the state to make extensive use of online legal research, to convert all of our files to electronic filing, and to use cloud technology so we can safely access our office files anywhere in the world. We also make efforts to provide up-to-date legal information to our clients and the public. We have had a law blog on

our website since 2008, and Amy Davis is a regular contributor to SCOV Law blog on Vermont Digger. We provide our clients with newsletters, FAQs about the legal process; and we have done radio and newspaper "Legal Briefs" for the public over the years.
We have a plaque on our wall which summarizes how we feel about our obligations to the law and our clients: William H. Seward, in 1846, when defending a black man unjustly accused of murder, told the jury: "When this cause shall have been committed to you, I shall be happy, indeed, if it shall appear that my only error has been, that I have felt too much, thought too intensely, or acted too faithfully."



Amy Davis, Deborah Bucknam and Charles Bucknam are celebrating the 30th anniversary of Bucknam and Black.

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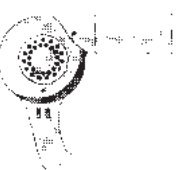
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30 YEARS IN BUSINESS...

MARTIN'S CLEANING SERVICE

37 Fairview Street
Littleton, NH

Owner:
Ed Martin
Phone:
603-444-7062
Year Business Began:
1986

Type of business:
Residential and commercial cleaning

Brief history of your business:

It began with a little bit of moonlighting. In 1984, Ed Martin Jr. of Littleton was working at People's Bank, now known as Mascoma Savings Bank, doing cleaning and maintenance. Good cleaners were in demand then and Martin was soon approached by people seeking his services. Taking his brother, Scott Martin, as partner, Martin's Cleaning Service was born in 1986.

"We offer carpet and upholstery cleaning and janitorial services," he said. "We are fully insured and part of the Better Business Bureau."

The company currently employs a mostly full-time staff of 10 and has more than 50 contracts in a service area that includes Littleton, Lancaster, Whitefield and, for the past seven years, St. Johnsbury.

What makes your business special?

Janitorial services are commercial and the company does not offer a maid service, though Martin's Cleaning Services does residential steam cleaning for carpets and upholstery cleaning.

Edward Martin of Martin's Cleaning Services prepares to celebrate 35 years in business this year.



Ed Martin

30 YEARS IN BUSINESS...

E.H. DANSON

357 Western Avenue, Suite 104
St. Johnsbury, VT

Owner:
Roy Ward
Phone:
802-748-5239
Year business began:
1986

Type of business:
Architecture

A brief history of your business:

The business was started by Steve Danforth and grew to 10 people as an architectural and real estate development consulting firm. Roy Ward started with the company in 1995 and became the Principal and Owner in 2000 when Steve moved on to pursue other ventures. The company continues to provide architectural and development consulting services to a wide variety of clients. Our primary focus is Vermont and New Hampshire, but we are licensed to practice in Massachusetts, Maine and Connecticut as well. Our

range of services includes feasibility studies, site and building assessments as well as traditional design and construction phase services.

What makes your business special?

The heart of our company is service. Our goal is to provide the appropriate services to all of our clients regardless of the project size or location. We treat each individual with respect and dignity which we believe make our company what it is. We have assisted clients with simple kitchen renovations as well as the design and construction of major buildings such as the addition to the Caledonia Courthouse, Northeast Kingdom Human Services in both St. Johnsbury and Derby, Public Safety Facilities in Stowe, Lyndonville and Derby, the beautiful Falls General Store in Northfield Falls and several projects at Norwich University. Because of our service and approach to our clients, the vast majority of our projects are from repeat clients.



COURTESY PHOTO

From left to right are Lou DiLorenzo, Roy Ward, Mark Wheeler and Arthur Wood, whose business, architecture firm E.H. Danson, will celebrate 30 years this year.

25 YEARS IN BUSINESS...

O'C SATELLITE

2047 Memorial Drive
St. Johnsbury, VT

Owner:
Sean O'Connor
Phone:
802-748-0994
Year business began:
1991

Type of business:

Sales, service and installation of satellite and security products

A brief history of your business:

Sean and O'C Satellite started at their Memorial Drive location 25 years ago this year. Over the years he's taken on various products and services to ultimately become a full-service business dedicated to providing our customers with choices when looking at TV programming, internet options, security systems (video and monitored), cellular boosting products and more. We offer local service to our customers and stand behind each and every installation we do. Sean has done more than 5000 installations (he's been on-site for each and every one) since he started the business in 1991, and his side-kick Steve has

been with him for nearly 10 years now.

What makes your business special?

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25 YEARS IN BUSINESS...



Diane LaRose, left, and Sandra Day, who are sisters, co-own Armstrong's Better Hearing Service, Ltd., begun by their mother, Isabelle Armstrong, 25 years ago this March in St. Johnsbury.

ARMSTRONG'S BETTER HEARING

BY AMY ASH NIXON
Staff Writer

ST. JOHNSBURY - Isabelle Armstrong learned about hearing aids, how they worked, how they were serviced, and how to help people with hearing loss for a very personal reason: her mother had hearing loss, and being fitted with devices helped her a great deal.

After raising her family of seven children, Armstrong worked for a hearing aid business in Burlington and learned the trade from a man there. After a few years there, she chose to bring her knowledge home to St. Johnsbury and open her own business: Armstrong's Better Hearing Service, Ltd.

Now retired, Armstrong, 81, is proud to see the business she opened still in her family's hands. Two of her daughters, Sandra Day and Diane LaRose, purchased the business at 198 Eastern Avenue in St. Johnsbury, from their mother about a decade ago and continue the personal service with the latest developments in technology available for those in need of hearing devices.

The business marks its silver anniversary, 25 years in business, this March, according to the family.

Armstrong's are hearing care professionals, who provide hearing counseling services and hearing aid sales.

The business focuses on hearing aids people can wear for daily life use, "as a person wears glasses for example," the owners said in a brief write-up about their services. The business helps people to make adjustments so the devices work as well as possible for them, and works with manufacturers so that a 90-day trial is provided for customers. That's twice the time required for trials by the State of Vermont, said LaRose and Day.

That the hearing service business is independently-owned means they are able to "take as much or as little time as needed to service our customers," the business's statement noted.

According to a brief history of the family-owned business, Isabelle Armstrong's mother Flora Sanville Warner, "was the inspiration to getting involved in the hearing industry. Flora was a very vibrant and active lady. As her (hearing) loss worsened, she became less active and social, which was a great loss to us all."

"There was a need for hearing help for her, and many others in the Northeast Kingdom," the history continues.

Day and LaRose bought the business from their mother in 2005.

"It has been very exciting to see the changes in hearing aid technology," according to Armstrong's

business history. "The old analog aids amplified all sounds no matter what the hearing loss. Digital is able to amplify sounds as needed by the 'personal prescription.'"

Today's technology make use of Bluetooth technology, according to Day and LaRose. "The ability to hear telephone and television in the hearing aids themselves, plus the aids communicate with each other. Changing the sound in one aid automatically adjusts the other. There are many choices in size, from the totally invisible in-the-canal to larger behind the ear." There are circuits for every lifestyle, they note, as well as a wide variety of price ranges available for



Sandra Day, left, and Diane LaRose (in hearing booth) goof around at Armstrong's Better Hearing.

customers.

According to Day and LaRose, "One of the comments recently was, 'I didn't realize hearing aids could be so much fun!' What they didn't realize is that the industry is 'so much fun' for us!"

"To be able to help people hear what they have been missing can be quite emotional at times," according to the sisters' write-up of their family business. "For example, sounds of grandchildren's voices, or making life less stressful as they try to hear and understand the world around them, whether work-related or in their personal lives. This is our fun and why Armstrong's continues to be here. We are here to help hear...let us!"

The Armstrong's Better Hearing Service website is www.armstrongsbetterhearing.com.



Isabelle Armstrong, now retired, began Armstrong's Better Hearing Service, Ltd. in St. Johnsbury 25 years ago this March. Her desire to learn about the business came from her own mother's hearing loss, and understanding how dramatically the help of hearing devices had restored her mother's quality of life.

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25 YEARS IN BUSINESS...



Northern Vermont Tent Rental, owned by Wayne and Becky Gooley, will celebrate its 25th business anniversary this year.

NORTHERN VERMONT TENT RENTAL

4712 Vermont Route 100
Newport, Vermont

Owners:

Wayne and Becky Gooley

Phone:

802-744-6502

Year business began:

1991

Type of business:

Tent and party rentals

A brief history of your business:

Rentals of best quality tents, party equipment and caterer's equipment. Wayne had heard of someone else in another state starting a tent rental business and he thought he'd give that a try. He

wanted to work for himself rather than do factory work, which he had been doing. Now, Northern Vermont Tent Rental does a lot of weddings and events, each one unique and fun.

What makes your business special?

We only buy the best quality new tents and equipment, and meticulously clean and maintain them and know how to set them up right.

We offer many styles of tents, tables, chairs, china glassware, flatware, dance floors, lighting and cooking equipment.

We're located in and have served the Northeast Kingdom of Vermont and beyond for 25 years.

20 YEARS IN BUSINESS...

LITTLETON MOTORSPORTS

515 Union Street
Littleton, NH

Owners:

Mark and Gretchen Hesler

Year business began:

1996

Type of business:

Full-service power sports and compact tractor dealership

Brief history of your business:

My wife and I acquired the business in the spring of 2002. At that time, Littleton Motorsports was basically a Polaris and Kawasaki dealership focused on ATVs, snowmobiles, and motorcycles. Shortly after acquiring it, we added the New Holland Tractor Line and then the Victory motorcycles. More recently, we have continued to diversify by adding Starcraft Pontoon fishing boats, Mercury outboard engines, and Sno-Pro and Cargo-Pro trailer lines.

What makes your business special?

We focus Littleton Motorsports on being a friendly and informative dealership that is easy to do business with. We pride ourselves on the level of service and support after the sale and maintaining a high level of customer satisfaction. Our ongoing product diversification over the years is an effort to continue to meet and satisfy the growing needs of the North Country.



Gretchen and Mark Hesler stand in the showroom of Littleton Motor Sports, which celebrates 20 years in business this year.

20 YEARS IN BUSINESS...

DADS 4 BY TOOL & SUPPLY

22 Memorial Drive
St. Johnsbury, VT

Owners:

Benjamin & Kristen Gates

Phone:

802-748-4208

Year business began:

1996

Type of business:

Retail hardware, tools, propane and more

A brief history of your business:

Dads 4 By Tool & Supply was started by Doug and Jane Bengston in 1996 opening on Memorial Day in Lyndonville at the "Old Stockade" building. This retail outlet was an offshoot of their successful wholesale business JDB Merchandising. The obvious question is where did the name come from? At the time they opened the store Doug owned a Ford Centurion Dually pick-up and Jane drove a Lincoln Navigator, they had the license plates "Dads 4 By" and "Moms 4 By" respectively. As simple as it sounds this is the beginning of Dads 4 By. Charlie Mosher was the first employee hired in July of 1996 and is still employed with us. The Bengstons opened a second store on Portland Street in St. Johnsbury on July 4, 1997. In May 2004 the store on Memorial Drive was opened. In 2007 Benjamin

and Kristen Gates of Barnet purchased the business. In 2009 a second store was opened in Wells River in the same parking lot as Wells River Chevrolet. This location is managed by Benjamin's brother, Watson.

What makes your business special?

First, and most importantly, we are an independent hardware retailer. This means we are not involved with a buying group such as True Value or Ace, nor are we part of a franchise. With this independence we buy our products directly from the manufacturers, which allows us to have very aggressive pricing and large levels of stock. Another advantage of being independent is we have a diverse product mix which would be hard to find anywhere else. We have recently added trailers to our Wells River location, selling both open and enclosed trailers. In our St. Johnsbury location we added attachments for tractors and skid steers, as well as haying equipment.

We also sell propane. We have two pump stations at each of our locations to keep up with demand. I venture to say we sell more propane out of a pump station than anyone in the state. Remember the saying "Dads Always Got Gas".

Dads 4 By Tool & Supply is proud of our family-owned business with a unique business model. From the bulk displays of merchandise, to the relationships between the employees and the customers, we feel Dads 4 By Tool & Supply is a shopping experience like no other.



PHOTO BY CALEIGH CROSS

Kristin and Ben Gates stand outside their business, Dads 4 By, which celebrates 20 years in business this year.

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15 YEARS IN BUSINESS...



PHOTO BY SYLVIE WEBER
The Dalton Mountain Motorsports crew (from left): Rick Woodward, Alex Kopp, Shawn Pinette, Bob Reynolds, Earl Alexander, Lisa Nast, Brett Savage, Mike Gagnon, and Charlie the dog.

DALTON MOUNTAIN MOTORSPORTS

BY ROBERT BLECHL
Staff Writer

LANCASTER - Some businesses are born to fill a niche.

Dalton Mountain Motorsports - seller of snowmobiles, ATVs and more - did just that, and the region's growing tourist and recreational economy is making it a vital business for years to come.

"We're in the business of fun," said Dalton Mountain Motorsports owner Lisa Nast. "It's an enjoyable experience for someone to come in and buy a toy. It's not like buying a car or refrigerator you have to buy. We sell fun."

Nast has been with the company since its inception, but became the owner in 2007 after buying it from the family of original owner Dean Walts, who passed away in 2006.

Walts had founded and owned the Dalton Mountain Motors car dealership next door. He then decided to expand and constructed the Dalton Mountain Motorsports building in 2001 at the north end of Lancaster, at 475 Main Street.

Today, its new and pre-owned product lines include Suzuki motorcycles, ATVs and outboards, Bombardier ATVs, Ski-doo snowmobiles, Sea-doo personal watercraft and sports boats, Johnson outboards, Crestliner boats, and Stingray boats.

Also sold are Can-Am ATVs, Spider motorcycles (the ones with two front wheels and one rear wheel), pontoon boats, snowblowers and chain-saws.

"In the North Country, you have to do a little bit of everything to stay alive," said Nast.

In its first year, Dalton Mountain Motorsports was named N.H. Snowmobile Association dealer of the year.

The company, now the largest Bombardier recreational products dealer in the Northeast, was also recognized as the top ATV dealer in New England for Bombardier ATVs and was awarded Suzuki's top award, national merchandiser of the year, in its first year.

Inside is 12,000 square feet of space.

Outside is seven acres with a test track complete with a deep ravine and table top jumps.

"It gives people a place to try out what they're

thinking of buying," said Nast.

Customers come from near and far.

"We have a nice local base of customers and also have a lot of second-home people who come up to snowmobile and who have been customers for years," said Nast. "It's a good core base of people."

Depending on the year, anywhere from 150 to 225 snowmobiles are sold.

But the ATV line is catching up.

"The ATV and side-by-sides are growing," said Nast. "They are not where the snowmobiles are, because the trail system is in its infancy, but I think they will become as popular as snowmobiles."

A growing number of Coos County ATV organizations in the North Country OHRV Coalition are leading the charge for more trails, and are working to expand Ride The Wilds, the Northeast's largest interconnected ATV trail system, with more than 1,000 miles of trails across Coos.

"We are very involved," said Nast. "It's not just for our business, but it's good for the economy in general. We don't have the mills any more, we don't have the things we used to have, and tourism is the thing we need to focus on."

Dalton Mountain Motorsports, employing a staff of nine, is open seven days a week during winter and Monday through Saturday during summers.

"We enjoy being in a position where we can make things happen for people," said Nast.



COURTESY PHOTO
The Can-Am Spyder is one of the product lines available at Dalton Mountain Motorsports.

15 YEARS IN BUSINESS...



COURTESY PHOTO
From left to right are A.J. Cleverley, Nathan Griffith, Shannon Chapman and Buddy Chapman of New England Foam and Coating, which will celebrate its 15th business anniversary this year.

NEW ENGLAND FOAM & COATING

108 Concord Ave.
St. Johnsbury, VT

Owners:
Buddy and Shannon Chapman

Phone:
802-748-5600

Year business began:
2001

Type of business:
Spray-applied foam insulation, cellulose insulation, fire-coating, spray-in bedliners, polyurea coating

A brief history of your business:
We moved from Alaska in July 2001. Buddy

had been in the field in Alaska for years and Shannon had been in finance. The opportunity arose to sell and move and we decided to jump! So we packed up and moved to Vermont and started New England Foam and Coating, Inc. in a tiny space behind Sherwin-Williams. We were the third foam company in Vermont and built from there.

What makes your business special?

We specialize in spray foam, as well as polyurea coatings. Extensive experience in the field gives us the expertise to identify and repair most any insulation needed.

Established 2004



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15 YEARS IN BUSINESS...



Dale Walbridge of Walbridge Welding will celebrate 15 years in business this year.

WALBRIDGE WELDING

10 Bay Street
 St. Johnsbury, VT

Owners:

Dale and Lynn Walbridge

Phone:

802-748-2901

Year business began:

2001

Type of business:

Welding, fabrication, repair and steel sales

A brief history of your business:

In the 1940s, Richard (Dick) and Bea Dionne started Dionne's Welding. In 1980, Howard "Slim" Knowlton, an employee of Dionne's, bought the business and renamed it Knowlton Welding. Dale Walbridge worked for Slim for almost 20 years. In April 2001, Slim and his wife Betty gave Dale and Lynn the opportunity to buy the business and rename it Walbridge Welding.

What makes your business special?

The daily operations of Walbridge Welding include anything from the very small to the very large repair or fabrication project, from new truck bodies, agricultural equipment or making a support bracket. Repair could be anything as large as a major construction equipment repair

or as small as repairing a small lawn ornament and anything in between. We have a wide variety of steel as well as a limited choice of aluminum or stainless for sale. We also offer a large variety of welding types: arc welding with steel, stainless steel, cast iron, or other alloys, heli arc welding with steel, stainless steel, aluminum or magnesium, mig welding with steel or aluminum or brazing with cast iron or steel.

I appreciate the opportunity that I have to work with and for such a variety of customers, from the construction contractor, equipment operators, and farmers and everyone else that has given me the many different types of challenges I face every day. I have gotten the opportunity to build and repair many different things over the years and love the opportunity to learn new things. I would also like to take this opportunity to express how thankful my wife and I are for the many years of enjoyable employment and mentorship in every aspect of the welding and repair business that we received from Slim and Betty. A heartfelt thanks to all of our customers that we have had the pleasure of dealing with over the last 15 years and in the years to come.

10 YEARS IN BUSINESS...



Bridget Desrochers, who owns Bridget's Beauty Boutique on Tulip Street in Lyndonville, prepares to celebrate 20 years in business this year.

BRIDGET'S BEAUTY BOUTIQUE

18 Tulip Street
 Lyndonville, VT

Owner:

Bridget Desrochers

Phone:

802-626-5731

Year business began:

1996

Type of business:

Hair Salon

A brief history of your business:

I went to school for cosmetology at Head Hunter Academy in York, Pennsylvania. It was my mother's dream for me to go to school to get a career. It was so wonderful, I fell in love with doing hair, being around people, and making everyone smile and feel good. I came back to St. Johnsbury and then ended up opening Bridget's Beauty Boutique. I love every day of being a hairstylist.

What makes your business unique?

I'm a licensed cosmetologist. My business offers perms, cuts, colors, foil styles, manicures, hair setting with rollers or curling irons and straightening solutions. I also do manicures for

women, men and children. There are times when I go to people's homes to do a cut or a style when they are not able to leave their homes, just to make them feel wonderful. My location is great, in the middle of Lyndonville. It's easy to find with great parking and a very personal salon. It's one-on-one with just me. I have a very quaint little salon with a very cozy waiting room and then there is a room where I do my magic. I can do hair and talk without any interruption. We can laugh or cry, but the final result is that they feel good and look awesome.

There isn't a day that goes by where I'm not thankful for my career and how much it helps people in so many ways. It's like you have another little family and you make some wonderful friends who stick by each other through good times and bad. At the end of the day I leave feeling very thankful and rewarded for the job I have. And I do my best to do it to the best of my ability! I invite anyone that has not been in to come visit and see my salon.

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10 YEARS IN BUSINESS...



Lauren and Tim Chamberlin, owners of The Wine Gate, are celebrating the restaurant's 10th anniversary in 2016.

THE WINE GATE

25 Depot Square
St. Johnsbury, VT

Owners: Lauren and Tim Chamberlin
Phone: 802-748-3288
Year business began: 2006
Type of business: Restaurant
A brief history of your business: When we opened 10 years ago, we offered light lunches and tapas menu four nights a week. By request of our many loyal customers, we have morphed into a lunch hot spot, serving fresh homemade panini sandwiches, wraps, salads, soups and appetizers. Customers comment on our inviting atmosphere, our covered outdoor patio, and our friendly staff. Open Monday through Saturday 11 a.m. to 3 p.m., and seasonal evening hours. We also accommodate private parties, wedding/bridal showers, business meetings and more.
What makes your business special? As a husband and wife duo with a "family like" staff, we like to keep the

business and the food fresh, fun and creative. We take great pride in getting to know our customers, and offering them our newest seasonal specials along with all of our classics. We have something for everyone! We also offer a full bar and an ever-changing beer and wine list. We love that many of our recipes are ones that have been passed down or adapted from our grandmothers.

We would like to express a heartfelt thank you to all of our loyal customers for the past 10 years, and we look forward to seeing you in the upcoming years!



Shannon Pelletier, an employee at the Wine Gate, stands behind the bar ready to serve customers.

10 YEARS IN BUSINESS...



Owners Robert and Karen Watson stand in front of the American Flag Store in Lisbon. The business will celebrate its 10th year this year.

THE AMERICAN FLAG STORE

6 South Main Street
Lisbon, NH

Owner: Robert Watson
Phone: 603-838-6200
Year business began: 2006
Type of business: Flags, banners, flagpoles and related hardware
A brief history of your business: We started in 2006 as an online business. We opened our first storefront in 2007 in Landaff. We moved to our current location is Lisbon in

2008.
What makes your business unique? We have American flags, world flags, state flags, military flags, historical flags, Confederate flags, car flags, sports flags and logo flags already in stock. We carry the complete line of Toland Home Garden Art Flags, ready for delivery to your door. We also carry a complete line of residential and commercial flagpoles and flagpole hardware/accessories. All of our flags come in all sizes and styles, from stick flags to car flags to streamers to Wind Socks, and much more.

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5 YEARS IN BUSINESS...



From left, Kelly and Steve Parker stand in front of the Graphic Shop in Lyndonville, which will celebrate five years in business this year.

THE GRAPHICS SHOP

724 Broad Street
Lyndonville, VT

Owners:

Steve and Kelly Parker

Phone number:

802-535-5434

Year business began:

2011

Type of business:

Signs, banners, vehicle lettering, silkscreened apparel

A brief history of your business:

We started our business in August 2011 in the basement of our home. As our business grew, we decided to take it to the next level and open a storefront in town. We opened our new location on Broad Street in April 2014 and we added

silkscreened apparel to the list of many things we offer.

What makes your business special:

We specialize in custom products, whether it be for your business, sports team, community organization or even something as simple as an "In Memory" sticker for your car window. We can create whatever vision you have in mind for your project.

Our slogan is "Let our small business do big things for you."

On our desks, you'll find a quote from Steve Jobs, "The only way to do great work is to love what you do."

5 YEARS IN BUSINESS...

HARRIS FLOORING INSTALLATION

127 High Street
West Burke, VT

Owner:

Mike Harris

Phone:

802-376-3706

Year Business Began:

2011

Type of business:

Flooring installation, ceramic, carpet, hardwood and laminate

A brief history of your business:

Harris has been in the flooring business for 34 years. He subcontracted work for years before deciding to go into business for himself. He wanted more flexibility to work with customers and the ability to do anything that needed to be

done on the job site. Now, Harris Flooring focuses on sales and installation. Harris does consultations and custom design work for customers. He is also willing to take on minor renovations that occur on the job site.

What makes your business special?

Harris Flooring does custom design work and works with a variety of different products and materials for each client. We deal with all of a client's flooring needs.

I appreciate the support I've gotten and the work I've gotten from all my customers over the years. I'm looking forward to continuing to serve the community.

THE CURRENT BUSINESS CLIMATE

A POSITIVE OUTLOOK

According to David Snedeker, the executive director at the Northeastern Vermont Development Association, all signs are looking up. Between new companies coming into town to offer well-paying manufacturing jobs and other facilities expanding he said he's optimistic.

"There's still a lot of growth in the value-added agriculture products, too," Snedeker said. That includes businesses that take a raw agricultural product and turning it into a usable commodity. One local example he cited is Vermont Natural Coatings in Hardwick, which takes whey protein, a byproduct from cheese making, to create wood finishes without toxins.

Snedeker, who admits that he's "always pretty optimistic," is seeing a potential concern popping up from a most unexpected place.

"The only concern I have is workforce development," he said. "Last summer I noticed, anecdotally, that there were help-wanted signs on the road and in the newspaper. At some point, hopefully it won't happen, there might be difficulty finding workers for companies that want to grow."

On the New Hampshire side of the river, Geoffrey

Sewake, a field specialist with the University of New Hampshire Cooperative Extension and the Grafton County Economic Development Council, sees similar signs of growth.

"I see a growing passion," Sewake said. "I think people are starting to make the changes they need to move forward into the future. There is always that fear that we're falling behind, but I think we're making really good strides in that area."

Sewake mentioned the Women's Rural Entrepreneurial Network (WREN) and the Northern Community Investment Corporation (NCIC) as organizations that are providing essential resources for businesses that want to move forward.

"I've been hearing from more and more people in both small businesses and municipalities that are ready to learn more and take the next step," he said. "They are listening to the heartbeat of the area and looking for the programming that might be available to help them."

"And I see Littleton as a growing magnet for young people and businesses," Sewake continued. "I think they've hit the critical mass of what you need to take it to the next level."



COURTESY PHOTO
Vermont Natural Coatings is an example of a value-added agricultural product, making wood finishing offerings from the by-product of cheese making.

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