

LNP
LancasterOnline

BEST
WORKPLACES

— IN —
**LANCASTER
COUNTY**
2019

THE BEST IN
CORPORATE CULTURE
& TRAINING,
DEVELOPMENT,
PAY & BENEFITS,
AND ETHICS.



WELCOME



Our workplace is valued space in our lives, it is where employers and employees come together to achieve common goals. When we reach our goals as a team, the effects are long-reaching, and our community becomes a better place to work and to live.

Lancaster County is home to a variety of employers representing a wide expanse of both size and industry, offering employees options that fit their skills, lifestyle and financial needs. This publication sheds light on how employees feel about their workplace and it identifies the areas of their work life that they value most.

We are proud to have sponsored this employee survey and to share our discoveries with you. We learned a lot, and we hope you will too.

DEBBIE STREMMEL
RECRUITMENT SOLUTIONS SUPERVISOR

Brought to you by: **MONSTER** **Pennsylvania CareerLink** **tristarr** **Lancaster SHRM**
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***The Lancaster Society of Human Resource Management
congratulates all the participants in Best Workplaces
in Lancaster County for your desire to make Lancaster
County a better place to work and live.***

The Lancaster Society of Human Resource Management is a professional organization designed to assist both individuals and companies in managing Human Resources and driving business success. We are focused on the professional development of our members and work to advance the HR profession. As a partner to the business community we strive to be the local authority of recognized standards of practice for HR issues and strategies.

Lancaster
SHRM
www.lancastershrm.org

METHODOLOGY

To produce Lancaster County's first annual Best Workplaces program, LNP had the support of five partners: the Lancaster Society of Human Resources Manager, TriStarr Staffing, Monster.com, Pennsylvania Career Link, and Data Joe. Data Joe is based in Boulder CO and specializes in quantitative research for publishers.

LNP sought company nominations for Best Workplaces starting in early August of this year. By the end of the month, 120 companies had been nominated. Of this group, 60 elected to participate and sent the Best Workplaces survey link to their employees. Survey participation for employees was anonymous in order to ensure employees could answer honestly. Of those 60 companies,

56 achieved a 40% or higher employee response rate. All companies who achieved at least a 40% employee response rate were eligible to be honored for their performance within company sizes and industry categories.

Company sizes are: large (201+ employees), medium (101-200 employees), medium-small (21-100 employees), and small (20 or fewer employees). Industry categories are: business services, dining-shopping-lodging, fun and learning, healthcare, build-make-deliver, money matters.

Employees rated their employers with scores ranging from 1-7: a 1 represented "strongly disagree", 4 was neutral, and 7 represented

"strongly agree". Over 1,800 employee surveys were received by September 20th. Data Joe selected winners by size and industry categories.

On December 12th, LNP and its partners hosted an awards ceremony to honor the best workplaces in each category. The Best Workplaces program will continue as an annual free survey and workplace health analysis to identify companies that are creating strong, healthy workplace cultures in Lancaster County. If you have questions or would like to participate next year please contact Debbie Stremmel, LNP Media Group Recruitment Solutions Supervisor, 717-291-8660, dstremmel@lnpnews.com.

EMPLOYEE SURVEY QUESTIONS

CULTURE

1. New ideas are encouraged at this company.
2. I believe this company is going in the right direction.
3. At this company, we do things efficiently and well.
4. There is good interdepartmental cooperation at this company.
5. I feel well informed about important decisions at this company.
6. I like the people I work with at this organization.

ETHICS

1. This company operates with strong values and ethics.
2. My company is socially responsible.
3. I would highly recommend working for this company to others.
4. I have the flexibility I need to balance my work and personal life.
5. My job makes me feel like I am part of something meaningful.
6. I can trust what the organization tells me.

LEADERSHIP

1. I have confidence in the leadership of this company.
2. This company encourages different points of view.
3. This job has met or exceeded the expectations I had when I started.
4. Senior managers understand what is happening at this company.

PAY & BENEFITS

1. Overall, I am satisfied with the benefit package my company offers me.
2. My pay is fair for the work I do.
3. Select up to three benefits that are most valuable to you.
 - Paid time off • Medical, dental • Life, disability
 - Flexible hours • Tuition reimbursement
 - Matching 401K • Child care subsidy
 - Health & wellness program • Telecommuting

RELATIONSHIP WITH MY MANAGER/SUPERVISOR

1. My manager makes it easier for me to do my job well.
2. My manager cares about my concerns.
3. My manager helps me learn and grow.
4. My manager treats me fairly.
5. My manager treats me with respect.
6. My manager handles my work-related issues satisfactorily.
7. My manager handles my personal issues satisfactorily.
8. My manager acknowledges when I do my work well.
9. I can trust what my manager tells me.

ROLE WITHIN MY ORGANIZATION

1. I feel genuinely appreciated at this company.
2. My job makes good use of my skills and abilities enabling me to work at my full potential.
3. I have not considered searching for a better job in the past month.
4. Meetings at this company make good use of my time.
5. I am given enough authority to make decisions I need to make.
6. Deadlines at this organization are realistic.
7. I have a clear understanding of my job role.

TRAINING AND DEVELOPMENT

1. I get the formal training I want for my career.
2. The organization provided as much initial training as I needed.
3. The organization provides as much ongoing training as I need.
4. The organization provides enough information, equipment and resources to do my job well.
5. My company clearly tells me what is expected for advancement.
6. I trust what the company tells me it takes to advance my career.
7. The organization provides training or experiences to help me explore other possible opportunities within the company.
8. There is room for me to advance at this organization.



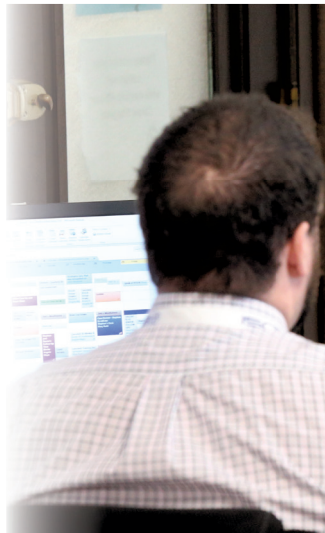
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THE AMISH FARM & HOUSE

2395 COVERED BRIDGE DRIVE | 717.394.6185
WWW.AMISHFARMANDHOUSE.COM

A FAMILY FUN PLACE

KAREN TRIANO GOLIN

As a tourist attraction since 1955 the Amish Farm and House focuses on delivering a positive experience for guests and excellent customer service. Creating that same atmosphere in their own work environment is important to Mark Andrews, general manager, and contributed to the company's first place award in LNP's inaugural Best Workplaces in Lancaster County survey in the Fun & Learning category.

Flexible hours, fun, non-stressful jobs, and great work-life balance all add to employee contentment. Our staff of 60 includes many retired or semi-retired professionals who enjoy working part-time to remain active and engage with the public.

Andrews says scheduling employees on the days that best work for them leads to happier employees.

The opportunity to meet visitors from around the world ranks highly with employees who come from diverse backgrounds and locations. Guides get to use their language skills giving tours in multiple languages such as, French, German, Spanish and

Chinese to name a few. As the "United Nations of Lancaster County" it's a unique mix every day. Andrews says they can never have enough foreign

"I HADN'T EVEN INTERVIEWED YET, AND PEOPLE WERE TELLING ME HOW MUCH I WAS GOING TO LOVE IT HERE."

**JAMIE BURKHART,
SOCIAL MEDIA & EVENTS MANAGER**

language speakers and welcome new language guides.

Team members pitch in to work in all areas from the gift shop to the farm, helping with events, driving our countryside vans, or giving a guided house tour. Employees have established strong relationships and work closely with the Amish community.

Tours and events aren't just for out-of-towners. Local residents are encouraged to visit the 15 acre farm and learn something new about Amish life and

Lancaster County in fun, hands-on, and entertaining ways.

Community activities such as strawberry festivals, sheep shearing, and Amish craft fairs occur regularly. A recent addition, goat yoga, has been such a big hit with residents that sessions fill

up in minutes. The Amish Farm's first Goat-A-Thon event raised \$8,000 for non-profits. With more community and charity events coming, the Amish Farm is focused on being a family, fun place and welcomes you to visit.

Highest scoring question:

I have the flexibility I need to balance my work and personal life.



ARGIRES MAROTTI NEUROSURGICAL ASSOCIATES OF LANCASTER

160 NORTH POINTE BOULEVARD | 717.358.0800 | ARGIRESMAROTTI.COM



REGAIN YOUR QUALITY OF LIFE KAREN TRIANO GOLIN

The top goal of Argires Marotti Neurosurgical Associates of Lancaster is to restore quality of life to patients whose daily lives have been impacted by chronic pain or brain and spinal cord disorders. Their clinical practice focuses on neurosurgery and neurology with a concentration in spinal surgery.

The team works hard every day supporting their patients and each other. The professional and personal care Argires Marotti provides for every employee extends even to needs that may occur on weekends. It's one of the reasons for Argires Marotti's low

employee turnover and their second place award in the Healthcare category of LNP's Best Workplaces survey.

The closeness of staff members can be seen in regular lunches and get-togethers. Argires Marotti has provided Thanksgiving turkeys and hosted Christmas parties for employees, and has organized fun, in-house charity events to raise money for local non-profits. Each activity contributes to the family environment in the office and overall staff happiness.

Argires Marotti recently welcomed a third neurosurgeon, Dr. Falowski, who is a nationally recognized

physician with deep expertise in spinal cord stimulation. Dr. Falowski has established a new UPMC Lititz program for deep brain stimulation.

Because Argires Marotti is an independently owned practice, patients are able to be seen quickly. Outpatient treatments at the ambulatory surgery center further reduce wait times for procedures.

The team at Argires Marotti Neurosurgical Associates of Lancaster can help you determine the best treatment to address the most complex disorders, using the most minimally invasive procedures possible.

Come find out what makes us one of the *Best Places to Work* in Lancaster County!



Louis A. Marotti, MD, PhD FACS
Voted Best Surgeon
(1st Place)



Perry Argires, MD, FACS
Voted Among the Best Surgeons
(2nd Place)



Steven M. Falowski, MD, FACS
Nationally Recognized
Brain and Spine Surgery



Jarod B. John, MD
Neurologist



Adam Truax, PA-C
Voted Among the Best
Physician Assistants of Lancaster



Brendan Garrett, MHS, PA-C
Physician Assistant



Esther DiGiacomo, MMSc, PA-C
Physician Assistant

ARGIRES MAROTTI
NEUROSURGICAL ASSOCIATES OF LANCASTER

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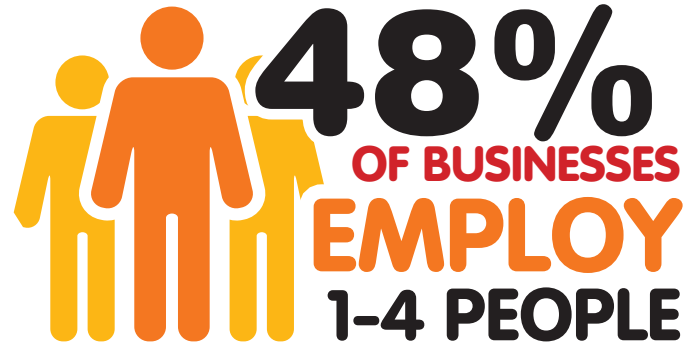
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LANCASTER COUNTY EMPLOYMENT FACTS



We're Proud to be Voted One of the Best Workplaces in Lancaster County!

At Unruh Insurance, we believe in treating our customers with integrity, respect, and fairness.

We also believe that how we treat others starts with how we treat one another. Which makes us proud to be chosen as one of the Best Workplaces in Lancaster County.

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Denver & East Earl



POWER YOUR FUTURE to make GREAT things happen

People. Purpose. Pride. That's at the heart of who LCSWMA is as an employer. But, don't just take our word for it! Check out what our employees had to say when asked what they love about LCSWMA:

“The people! My coworkers are wonderful and I enjoy working with them. Everyone is helpful, hardworking and kind. LCSWMA has a knack for hiring good people.”

“Benefits. Retirement plan. Time off. Training opportunities. LCSWMA values its employees.”



People.



Purpose.



Pride.



Find out how you can power your future to make great things happen by visiting poweryourfuturetoday.com



PARTICIPATING COMPANIES

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ALL Renovation & Design LLC	717.665.0470	Manheim	allrd.com
Argires Marotti Neurosurgical Associates of Lancaster	717.358.0800	Lancaster	argiresmarotti.com
Atkins Deck Treatment Service	717.656.8928	Leola	atkinsdeck.com
Bank of Bird-in-Hand	717.768.8811	Bird In Hand	bihbank.com/career-opportunities
benefix	888.871.1749	Lancaster	get.benefix.us/careers
Broderick's Landscape	717.871.9054	Conestoga	broderickslandscape.com/employment
Chick-fil-A Lancaster	717.205.2058	Lancaster	cfalancasterpa.com/join-our-team
CoffeeCo	717.299.7118	Lancaster	coffeecocafe.com/careers
Conestoga Eye	717.541.9700	Lancaster	conestogaeye.com/join
Douple Agency	717.733.8631	Ephrata	doupleinsurance.com
EGStoltzfus	717.393.0212	Lancaster	egstoltzfus.com/contact/careers
EHD	717.394.5681	Lancaster	ehd-ins.com
Environmental Recovery Corporation	717.356.9726	Lancaster	ercofusa.com/about-us/careers
Evolution Power Yoga	717.391.1060	Lancaster	evolutionpoweryoga.com
Fetterville Pole Buildings LLC	717.354.7561	East Earl	fettervillesales.com
Fox Meadows Creamery	717.721.6455	Ephrata	foxmeadowscreamery.com
Friendship Community	717.656.2466	Lititz	friendshipcommunity.net/employment
Fulton Theatre	717.394.7133	Lancaster	thefulton.org/employment
G.R. Mitchell	717.464.2999	Willow Street	grmitchell.com/about/careers-at-gr-mitchell
Gehman Accounting	717.354.8288	New Holland	gehmanaccounting.com/careers
George J. Grove & Son, Inc.	717.393.0859	Lancaster	georgejgrove.com/employment
Go 'N Bananas	717.287.5000	Lancaster	gonbananas.com/employment.cfm
Goodville Mutual Casualty Company	717.354.4921	New Holland	goodville.com/aboutus/jobs
Income Store	888.594.6956	Lancaster	incomestore.com
Integra Graphics Synergy	717.626.7895	Lititz	integrasynergy.com
Kitchen Kettle Village	717.768.8261	Intercourse	kitchenkettle.com/job-opportunities.asp
Lancaster County Solid Waste Management Authority	717.397.9973	Lancaster	poweryourfuturetoday.com
Lancaster Farming	717.733.6397	Lancaster	teinmancommunications.com/jobs
Lancaster Rec	717.392.2115	Lancaster	lancasterrec.org/contact/careers
Land Grant Surveyors	717.285.7872	Columbia	landgrantsurveyors.com/careers
Lititz Flooring Company	800.492.2613	Lititz	lititzflooring.com
LNP Media Group	717.291.8811	Lancaster	steinmancommunications.com/jobs
Makes Scents Natural Spa Line & Hempfield Botanicals	717.824.3094	Lancaster	makesscentsspaline.com
Manning, Rommel & Thode Associates	717.393.7980	Lancaster	mrteyes.com
Mt Hope Nazarene Retirement Community	717.665.6365	Manheim	mthopenazarene.org/employment
Nxtbook Media	866.268.1219	Lancaster	nxtbookmedia.com/careers
Park Place Automotive, Inc.	717.859.4151	Akron	parkplaceautomotiveofakronpa.com
Paul B. Zimmerman Inc.	717.738.7350	Lititz	pbzinc.com/employment.php
Peach Bottom Consignment	717.548.3523	Peach Bottom	peachbottomconsignment.com
Pure Sound Hearing Aids - Strasburg	717.945.1477	Strasburg	puresoundhearingaids.com
Ranck Plumbing Heating & AC	717.397.2577	Lancaster	ranckinc.com/about-us/employment-opportunities
Rohrer's Incorporated	717.626.9760	Lititz	rohrers.com/about/employment
Rooster Street Butcher	717.625.0405	Lititz	roosterst.com/join-our-team.html
Sardina Dental Group	717.898.7221	Landisville	sardinadental.com
The Amish Farm and House	717.394.6185	Lancaster	amishfarmandhouse.com
The Exterior Company	717.553.0232	Lancaster	theexteriorcompany.com/work-here
The H&H group	717.482.1898	Lancaster	thehandhgroup.com
The North Museum of Nature and Science	717.358.3941	Lancaster	northmuseum.org/careers
The POGIL Project	717.358.3837	Lancaster	pogil.org
Trout Ebersole & Groff LLP	717.569.2900	Lancaster	troutcpa.com/careers-overview
Two Dudes Painting Company	717.396.1207	Lancaster	twodudes.com/employment
Unruh Insurance Agency Inc	717.335.2929	Denver	unruhinsurance.com/employment-form
Urgent medical staffing solutions,LLC	717.925.1120	Lancaster	umssrf.com/find-job
Visiting Angels of Lancaster	717.393.3450	Lancaster	visitingangels.com/lancaster/employment
Weaver Industries, Inc.	717.336.7507	Denver	weaverind.com/employment
Westphal Orthopedics	717.393.1900	Lancaster	westphalortho.com
Willow Valley Associates	717.464.2741	Lancaster	willowvalley.com/careers
YDOP	717.397.1212	Lancaster	ydop.com
Younger Realty Group	717.208.7918	Lancaster	yrgohomes.applytojob.com/apply

WINNERS BY SIZE

LARGE BUSINESS

1. Paul B. Zimmerman Inc.
2. Willow Valley Associates
3. Friendship Community

MEDIUM-SMALL BUSINESS

1. Fox Meadows Creamery
2. Mt. Hope Nazarene Retirement Community
3. CoffeeCo (tie)
Douple Agency (tie)

MEDIUM BUSINESS

1. Goodville Mutual Casualty Company
2. Visiting Angels of Lancaster
3. Trout Ebersole & Groff LLP

SMALL BUSINESS

1. Peach Bottom Consignment
2. Makes Scents Natural Spa Line & Hempfield Botanicals
3. 3 West Productions

WINNERS BY CATEGORY

HEALTHCARE

1. Mt. Hope Nazarene Retirement Community
2. Argires Marotti Neurosurgical Associates of Lancaster
3. Westphal Orthopedics

BUSINESS SERVICES

1. The H&H group
2. benefix
3. YDOP

DINING, SHOPPING & LODGING

1. Fox Meadows Creamery
2. Peach Bottom Consignment
3. Makes Scents Natural Spa Line & Hempfield Botanicals

BUILD, MAKE, DELIVER

1. Fetterville Pole Buildings LLC
2. Broderick's Landscape
3. Atkins Deck Treatment Service

MONEY MATTERS

1. Douple Agency
2. Bank of Bird-in-Hand
3. Younger Realty Group (tie)
Unruh Insurance Agency Inc. (tie)

FUN & LEARNING

1. The Amish Farm and House
2. 3 West Productions
3. The North Museum of Nature and Science

WILLOW VALLEY ASSOCIATES

100 WILLOW VALLEY LAKES DRIVE | 717.464.2741 | WILLOWVALLEY.COM

CREATING GREAT EXPERIENCES

KAREN TRIANO GOLIN

Willow Valley Associates has grown from its inception in 1966 as a small family-owned motel into a hospitality, commercial, and residential real estate company. Five branded hotels, shopping and medical centers, office and residential buildings, and retail and restaurant space comprise their portfolio today.

Their primary emphasis, however, is as a service company. The leadership regards each team member

who serves their guests and customers as the heart of the company and extremely important.

A key philosophy statement based on Christian values, respect for others, and the Golden Rule is demonstrated and modeled every day. Willow Valley Associates' mission is to create great experiences for everyone they

touch making their lives better. These core values are much more than words

DOUBLETREE RESORT BY HILTON LANCASTER
HAMPTON INN & SUITES EPHRATA
HAMPTON INN & SUITES MT JOY
HILTON GARDEN INN HARRISBURG EAST
HOMEWOOD SUITES HARRISBURG EAST
WILLOW VALLEY GOLF COURSE
WILLOW WOODS APARTMENTS & TOWNHOMES
WILLOW VALLEY SQUARE
WILLOW VALLEY CROSSROADS
WILLOW VALLEY LAKES BUSINESS & MEDICAL CENTER
WILLOW VALLEY LANDSCAPING





on a statement. They are woven into the behaviors and everyday life at the company.

Employee engagement is measured every two years to help leadership better understand their views, and needs. These ongoing assessments enhance team members' involvement and aid in the creation of action plans to address any concerns. This self-reflection contributed to Willow Valley Associates' second place award for Large Companies in LNP's Best Workplaces survey.

All team members and leadership meet twice a year for information sharing or training. Much of this time allows team members to build relationships, develop camaraderie, share resources, and engage in problem solving. Everyone from supervisor up to the CEO

participates in leadership training and development to enhance their knowledge on how to lead and motivate their teams.

Willow Valley Associates plans to continue to explore opportunities within their core competencies of hospitality and real estate. They are currently in the process of developing Willow Valley Crossroads, a commercial property which will showcase a mix of retailers and restaurants.

Upholding the family legacy, now in its third generation as a family business, by attracting the best and brightest candidates and working as a team to achieve continuous improvement is Willow Valley Associates' focus now and for the future.

Celebrating our 53rd anniversary, we are blessed to have an extraordinary team that strives to create great experiences for everyone we touch, making their lives better!



WILLOW VALLEY

DECEMBER 12, 2019 • BEST WORKPLACES IN LANCASTER COUNTY • 13



mt. hope nazarene
retirement community
a ministry of grace point church of the nazarene



Since 1969, Mt. Hope has had a legacy of caring and offers help and hope to the *"least of these"*.

Regardless of a person's finances and status, We see helping those in need as our mission.

Our mission and ministry are to our employees as well as our residents.

Values of love, respect, team work, mission, and a value of each individual are what make working at Mt. Hope special.

If you are a health care professional who has a mission and a calling, we encourage you to contact the Director of Human Resources at 717-665-6365 Ext: 233

3026 Mt. Hope Home Rd. | Manheim, PA 17545 | 717-665-6365

LANCASTER COUNTY EMPLOYMENT FACTS



LARGEST SECTOR

RETAIL

14.9% OF BUSINESSES

OFFICE & ADMIN.
HIGHEST EMPLOYMENT
OCCUPATION



TROUT, EBERSOLE & GROFF LLP

CPAs | BUSINESS ADVISORS

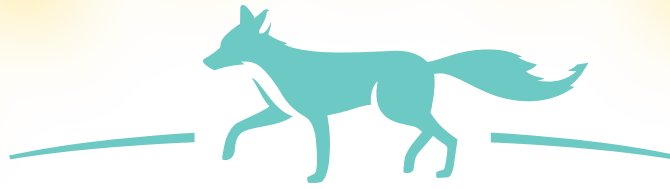


More Than Just A Place To Work.

Flexible Hours | Friendships | Work-life Balance



- CONGRATULATIONS -



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2019 BEST WORKPLACES IN LANCASTER COUNTY.**



Thank you Fox Meadows Creamery for helping make Lancaster County a special place to live and work!

Proud Recipients Of the 2019



Joe Younger -
CEO, Broker of Record

Younger Realty Group is one of Central Pennsylvania's largest and fastest-growing, independently owned Real Estate Brokerages. We are a full-service real estate sales brokerage that offers all of the services that our clients need to either purchase or sell a home. We believe that our Realtors offer exceptional world class service and that our inhouse mortgage, title and property management companies are second to none in our market.

RELENTLESS COMMITMENT TO EXCELLENCE



717-208-7918
info@yrghomes.com

Our incredibly talented people are the reason that Younger Realty Group is such a wonderful place to work! At the top of our core values is "People First". That is not a statement that we take lightly, and we are always striving to ensure that our people have everything they need to be outstanding, not only at work, but also in their personal lives.

Our industry is demanding, and we are constantly working on new ways to help our work family create balance so that they lead healthier lives. Our company's vision statement and foundation for all that we do is to "Attract exceptional people with a relentless commitment to excellence, supported in an environment that allows them to grow and thrive, working in collaboration on a common set of goals." We believe that statement says it all. We celebrate excellence at our company, and we go out of our way to recognize what we consider to be the best people in the real estate sales business.

CONGRATULATIONS

to the nominees and winners of the Best Workplaces in Lancaster County 2019!

Monster's partnership with
LNP Media Group allows us to help
jobseekers and **employers**
find the right fit.

Thank you!

MONSTER



Great teams
and big dreams



Our aim is to care for
our customers and our
community well.

We know that starts with first
caring for our own.



cfalancasterpa.com/join-our-team

BEST WORKPLACES SURVEY FACTS

THE **3 MOST VALUABLE**
BENEFITS TO EMPLOYEES

PAID TIME OFF **77%**

FLEXIBLE HOURS **64%**

MEDICAL/DENTAL **61%**



dedicated employees
insightful news & information
effective marketing solutions
outstanding service to the
Lancaster County communities

Always Lancaster

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BANK OF BIRD-IN-HAND

309 NORTH RONKS ROAD | 717.768.8811 | BIHBANK.COM

BUILT FROM THE GROUND UP

KAREN TRIANO GOLIN

Bank of Bird-in-Hand has achieved a great deal since its 2013 charter. As the first start up bank in the country since 2010 and the first in PA in over eleven years, it has been recognized as one of the fastest growing companies regionally for three years running. In both 2018 and 2019 depositaccounts.com ranked Bank of Bird-in-Hand in the Top 200 Healthiest Banks, one of only four in PA.

Just how big a mark have they made? Bank of Bird-in-Hand was recently featured at the 7th annual Community Banking in the 21st Century conference as one of two banks selected nationally for the Importance of Community Banking Video series by the FDIC, Federal Reserve Bank and the Conference of State Banking Supervisors. Watch the video at bit.ly/bankofbirdinhand.

The genesis of Bank of Bird-in-Hand began with Bill O'Brien's, chief lending officer, awareness that a whole section of the community was underserved. The bank understood the Amish community and wanted to work with them. Today their \$30

to the national level. The "Gelt Bus" was named in a nod to O'Brien, known in the Amish community as the "Gelt Chappie" or "Money Man".

While acknowledging that much of their success is due to filling a need, Bank of Bird-in-Hand also credits the very deliberate creation of a culture of happiness. From pancake breakfasts to Hawaiian Shirt or Lumberjack Days, Bank of Bird-in-Hand is a fun place to work. The board and upper management all adhere to the same philosophy that means employees take pride in and want to come to work.

Maley shares that a continuing theme in LNP's Best Workplaces survey, for which they won second

"WE AS A COMPANY REALLY PUT OUR EMPLOYEES FIRST. WHEN YOU DO THAT EVERYTHING ELSE FALLS INTO PLACE."

million in residential mortgage loans are mostly for people who would never have obtained a loan otherwise.

Strategically knowing that we needed to build other branches to service those underserved. We went the way of creating the Mobile Branch to reach those areas until full service locations could be considered in the future.

Lori Maley, president and CEO, credits that decision with raising their profile

place in the Money Matters category, is that employees feel part of a bigger picture of success and part of a workplace family. Employees and



customers are treated with a personal touch. "People are excited to work here and view it as an environment where they can thrive. Our success is due to them. No one person built this bank."

This is why



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HIGHEST

RANKED QUESTION

EMPLOYEES REALLY
LIKE THE PEOPLE THEY
WORK WITH AT THEIR
COMPANIES



5.656

LOWEST

RANKED QUESTION

EMPLOYEES WANT MORE CLARITY
ON ADVANCEMENT OPPORTUNITIES

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CAPABILITIES, NOT DISABILITIES

KAREN TRIANO GOLIN

Friendship Community is an organization like no other.

Nothing they do is about limitations or can't or restrictions. It's about impacting the world by cultivating capabilities in adults nineteen and older who have intellectual disabilities.

Parents of children with intellectual disabilities founded Friendship Community to ensure provision and care for them as they grew to adulthood. The ground breaking nature of this isn't as apparent today as it was in 1972 when the organization established the first group

lead classes. Participants' creations are showcased for sale which contributes to both the artists' economic independence and supports the program's ongoing success.

Achievements like these occur within Friendship Community's supportive environment. Their 350+ team members receive specialized and ongoing training. This training is one of the reasons for Friendship Community's third place award in the Large Company category in LNP's Best Workplaces survey.

Friendship Community encourages those looking

for a first career or a career change to join their team. Love for the individuals they support is one of the most

home in Lancaster County. Today over 200 people are served in 27 group homes in Lancaster and Lebanon counties, and through three day programs.

Friendship Community is a leader in developing programs and customized plans that meet the needs of those they serve so individuals can grow, flourish and be as independent as possible. The overarching goal of Meaningful Day Academy is for participants to achieve employment or volunteer status which fosters community integration and skills development.

One of the organization's most innovative programs is Friendship Heart Studio where professional artists

constant attributes among team members. The strong bonds created through meaningful relationships help team members learn as much about themselves as they do for the individuals in their care.

In a world where it's easy to dwell on the negatives, Friendship Community focuses heavily on the positives. They welcome those with an innate desire to help, who are looking for something bigger, and want to become part of an organization that makes a difference for the individuals they serve. Ultimately, as a Friendship Community team member, you will become a friend to someone. What's better in the world than that?



"TEAM MEMBERS, NO MATTER THE POSITION, ARE SUPPORTED BY LEADERSHIP AND EACH OTHER. WE HAVE THE ULTIMATE RESPECT FOR WHAT THEY DO."

LAUREL SPAGNOLO, DIRECTOR OF ADVANCEMENT



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DOING GOOD IS GOOD FOR BUSINESS KAREN TRIANO GOLIN

Makes Scents wasn't originally meant to be a company. Soap making started as a creative release and distraction from personal losses and heartache for Heather Kreider and her husband, Nathan. From kitchen to small studio to their current 3,500 foot warehouse, one product followed another and unexpectedly grew into a business.

Now in their ninth year Makes Scents' 15 employees manufacture skin care products for the Makes Scents line and CBD (cannabidiol) products for its sister brand, Hempfield Botanicals. All products are made in small batches, many by hand, using only natural ingredients and packaged in ecofriendly containers. Organic

and vegan, they are available for retail sale and on a wholesale basis to spa and wellness centers and retailers throughout the US and Canada.

Proud to have been recently certified as a B corporation, Makes Scents uses their business as a force for good. Certified B Corporations meet the highest standards of verified social and environmental performance and aspire to do no harm while benefiting all.

Makes Scents focuses on the three pillars of team, the environment and community support. Heather Kreider describes these as the core of who she and Nathan are as individuals, committed to giving back as much as possible.

Makes Scents strives to ensure team members have fulfilling jobs and provides education to improve team relations through communication, conflict resolution, and personal growth classes. Community involvement is very important. The company underwrites four hours of volunteer time every month which they perform as a team. For example Makes Scents has adopted their block and walks dogs for a humane organization.

Special surprises such as spa days or evening events occur from time to time as a thank you and in recognition of the team's hard work.

Heather Kreider says their business is based on openness

with no desire to micromanage or babysit. Team members have autonomy to do their jobs and are encouraged to bring suggestions or solutions forward. Employees appreciate knowing their capabilities are respected. Together these are some of the reasons for Makes Scents' second place in the Small Business category and third place award in the Dining, Shopping, and Lodging category in LNP's Best Workplaces survey.

"We trust our team members to make the best decisions," says Heather Kreider. "We treat our team like our family, and it makes a world of difference. For Nathan and me, they are our family."



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SERVING PEOPLE, HELPING CUSTOMERS

KAREN TRIANO GOLIN

Paul B. Zimmerman opened his small equipment repair shop in 1947. As business expanded into manufacturing, he began buying parts in bulk to serve the needs of local farmers. In time these buys transformed into a hardware store.

Today, this family-owned business employs over 300 people in the Lititz/Ephrata and Belleville/Mifflintown areas with three companies: PaulB Hardware, PBZ Manufacturing, and Keystone Coating, as well as several other brands and a wholesale division.

Paul B. Zimmerman, Inc.'s founder began the business to address the needs of his neighbors through innovative solutions to improve lives, and to serve his community in the spirit of Christ. Paul B's philosophy is sustained today by second, third and fourth generation family members and the entire team.

Appreciating that each new team member brings a fresh infusion of energy and ideas, Paul B. Zimmerman, Inc. creates opportunities for growth. *Toolbox Academy* is a structured training program for existing and rising leaders, aiming to mentor and empower team members to learn, grow, develop, and flourish.

Employee-supervisor relationships are taken very seriously as the company recognizes these relationships drive an employee's perspective of their workplace. To that end training is devoted to helping leaders identify the best ways to guide employees forward.

With a goal of caring for its employees, Paul B. Zimmerman, Inc. has built an internal wellness program,

Abundant Health, to address their needs. Team members experiencing illness, loss of a loved one or personal issues are able to take accrued paid time off, apart from vacation days, to heal. Another aspect, the *Paul B. Zimmerman, Inc. Cares Fund*, provides financial assistance to those who have experienced catastrophic financial hardship.

The work-family atmosphere is demonstrated through annual company picnics, banquets, informal gatherings, and celebratory traditions. The company formally recognizes employees who have reached important milestones in their years of service, starting at 10 years. The longest tenured employee has been with the company for 38 years.

Leadership's desire to care for

the whole person is ingrained in the culture and exemplified in Paul B. Zimmerman, Inc.'s first place award for Large Companies in LNP's Best Workplaces survey.

Ultimately Paul B. Zimmerman, Inc.'s success is rooted in the company's ability to provide opportunities for its team members to develop, and its capacity to serve the community.



Paul B. Zimmerman, Inc. family of companies



PaulB

PBZ

Keystone Coating

PaulB WHOLESALE

"WE ARE ALWAYS EVALUATING HOW TO BEST CARE FOR THE WHOLE PERSON."

**NATHAN RUTT,
VICE PRESIDENT, HUMAN RESOURCES**





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