

# BEST WORKPLACES 2023



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Best Workplaces provides employers with a free, methodologically valid survey that collects data from their business's most important asset: their employees. This employee sentiment data is collected from over 40 questions on topics such as ethics, training, culture, pay and benefits, and diversity.

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# BEST WORKPLACES 2023

## COFFEE COMPANY

2350 LINCOLN HWY EAST | LANCASTER • 504 EAST MAIN ST. | NEW HOLLAND • 1639 LITITZ PIKE | LANCASTER  
2151 STATE RD. | LANCASTER • 245 BLOOMFIELD DR. | LITITZ • WWW.COFFEECOCAFE.CO

CoffeeCo is all about great coffee, of course, but it's so much more than just coffee

CoffeeCo is also about great breakfasts, lunches and desserts, too. It's coffee and a whole lot more.

What really makes CoffeeCo so special is the great team of friendly baristas, talented cooks, relaxed ambience, delicious homemade food and the legendary coffee. As owner John Smucker notes, "We believe in what a cup of coffee can do to enrich lives.

It's no wonder CoffeeCo is a best place to work in Lancaster County. It provides an enriching atmosphere for those who work there, because they can share their passion with their customers. In many cases, customers stop in almost daily — if not daily — to enjoy their favorite coffee, tea or other beverages, along with the food they love.

The entire team at CoffeeCo loves serving the community, and their goal is to continue to help make Lancaster County a great place to live, work and play by serving great coffee, drinks and food. When you love what you do, it's no wonder you find that working at CoffeeCo is a joy.

CoffeeCo welcomes passionate people to join the team and discover the pleasure of working in such a fun environment, where it's all about a sense of satisfaction in making sure guests feel welcome.

As the first coffee shop in Lancaster County, the original CoffeeCo location opened on Dec. 5, 1983, at Lancaster Shopping Center. It's still open today, welcoming customers to the relaxed, cozy setting.

"We now have four locations, and we are getting ready to open our fifth location in mid-December," Smucker says.

The four locations are CoffeeCo Lancaster at 1639 Lititz Pike, Lancaster; CoffeeCo MillCreek at 2350 Lincoln Highway East, Lancaster; CoffeeCo New Holland at 504 E. Main St., New Holland; and CoffeeCo Lititz at 245 Bloomfield Drive, Lititz.

The newest CoffeeCo location will be CoffeeCo Landisville at 2151 State Road, Lancaster. They are getting ready to invite customers in for a cup of coffee and much more.

CoffeeCo is a breakfast and lunch spot, with New Holland hours seven days a week from 7 a.m. to 2:30 p.m. and Lancaster hours Monday through Saturday from 7 a.m. to 2:30 p.m. All other locations are Sunday from 8 a.m. to 2:30 p.m. and Monday through Saturday from 7 a.m. to 2:30 p.m.

The hours are another reason that CoffeeCo is a great place to work. There is a location close to home, and the hours are perfect for parents who have children in school. The staff includes all ages, just like the customers. There are full and part-time options, which provide great flexibility for everyone from college students to semi-retired seniors.

So what's the secret to CoffeeCo? As a local breakfast and lunch spot, they offer ambience with no pretense. The baristas clearly love what they do and making their guests happy with great coffee and delicious homemade food. You can sense the satisfaction that the CoffeeCo team has in providing that experience.

"We want people to be a little better when they leave us than when they walked in the door," Smucker says.

CoffeeCo uses their own unique special blend coffees, he explains: "Our CoffeeCo blend, espresso blend and decaf are all signature blends that we have been using for over 40 years and the same roaster has been roasting for us for 40 years."

When you find success with what many people consider to be the best cup of coffee in town, you don't mess around with it. Best of all, you can take that great coffee home with you. CoffeeCo. carries a selection of coffee beans and dark and medium roast coffees to purchase.

One of the first things you notice — besides the wonderful scent of freshly brewing coffee — is how much the staff enjoys working at CoffeeCo and making their guests feel welcome. They love making your visit feel like a visit to a friend's home, where you get treated to true hospitality.



As Smucker notes, the CoffeeCo team of managers works very hard to create a great community atmosphere and treat all of their team and guests with dignity and respect. CoffeeCo wouldn't be such a great place without great location leaders and team members.

Then there is the food. CoffeeCo may have coffee in its name, but even people who don't drink coffee — gasp! — have lots to love at CoffeeCo, like Red Rooibos tea, fresh juice, lemonade, hot tea and chai.

Breakfast features include healthy avocado toast with tomato and feta on toasted focaccia topped with eggs or the CoffeeCo Jammy Sammy with scrambled egg, tomato, spinach, onion, basil, cream cheese and hot pepper jam on a bagel. Then there is the french toast, baked oatmeal, Lancaster Breakfast, CoffeeCo Street Corn Hash, seasonal quiche, yogurt bowl with fresh fruit and granola, omelet and cream chipped beef.

For lunch and afternoon dining, CoffeeCo has a selection of all-American sandwiches like grilled cheese, classic BLT and grilled Rachel with turkey, Swiss and coleslaw. They have tuna melts, grilled chicken breast with pesto on sourdough, gourmet chicken salad melt, grilled Reubens, daily soups, fresh salads and vegetarian options.

"Our food is made from scratch, and we work hard to source fresh and local ingredients whenever possible," Smucker says. "We bake our own sweet bread, croissants, muffins and cookies. Our soups are all made in house and many of our recipes are developed by our kitchen staff."

As the staff agrees, it's always fun to work in a place where you enjoy spending time.

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## EMPLOYEE SURVEY QUESTIONS

Questions are answered on a scale of 1 (Strongly Disagree) to 7 (Strongly Agree), unless specified otherwise.

### CULTURE

1. I think the company is headed in a healthy direction.
2. It feels like there's a lot of negativity in this organization.
3. There is healthy cooperation between different departments in this organization.
4. Innovation is appreciated in this organization.
5. Things are done efficiently in this organization.
6. I am informed about important decisions that are made at this organization.
7. 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 ability to maintain healthy balance between my personal life and my work.
5. I feel like I am contributing to something meaningful in this organization.
6. I can trust what the organization tells me.
7. My company supports community involvement

### LEADERSHIP

1. I have confidence in the leadership of this company.
2. Different viewpoints are encouraged in this organization.
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. I believe I am paid fairly for what I contribute to this organization.
3. Select up to three benefits that are most valuable to you.
  - Paid time off - Vacation, Personal, Sick
  - 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 makes an effort to see me grow in this organization.
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 am appreciated for the work I do in this organization.
2. My job makes good use of my skills and abilities enabling me to work at my full potential.
3. I have 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.
8. At this point in my career, I feel like... (pick the one that best describes your feelings about work right now)
  - I am all in and love my team, our leadership, and the organization.
  - I just focus on my job and don't worry a lot about what is happening if it doesn't directly impact me.
  - I don't agree with a lot of decisions that are made around here, which makes me feel frustrated.

### TRAINING AND DEVELOPMENT

1. I am receiving sufficient training 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. My company pays special attention to supporting the career development of young, first-time workers.
9. There is room for me to advance at this organization.

### DIVERSITY

1. This company makes an effort to hire a diverse workforce.
2. I feel comfortable discussing my background, beliefs, and cultural experiences with my co-workers.
3. At this company, problem-solving is improved with input from people in different roles, ranks, and functions.

### COMMENTS (OPTIONAL)

1. What makes people want to work for your employer?
2. What changes can your workplace make to improve employee satisfaction and productivity?

### DEMOGRAPHICS (OPTIONAL)

1. In what department do you work?
2. How long have you worked at this company?
3. Do you work full-time or part-time?



# BEST WORKPLACES 2023

- CONGRATULATIONS -



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# BEST WORKPLACES 2023

## PINE CREEK ANIMAL HOSPITAL

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If there is one thing that makes Pine Creek Animal Hospital a great place to work, it's quite simply the animals.

Everyone who works at Pine Creek Animal Hospital loves animals, and has their own beloved furry, feathered, scaly or finned family members at home. They look forward to coming into work because they know that their co-workers love animals as much as they do.

On average each employee has two or three dogs or cats. There are even some more surprising pets among these animal lovers, such as fish, snakes, lizards, turtles, frogs, chickens, ducks, parrots, and even a pet tarantula. It's practically a zoo!

There are two Pine Creek Animal Hospital locations in Lancaster County. The original location is in Gap, at 150 Pine Creek Dr. The other location is in West Lancaster, at the former Manor Animal Hospital, 2100 Stone Mill Road. The Manor location will be relocated to brand new expanded location at Lime Springs Square off Rohrerstown Road near Stauffers of Kissel Hill. Construction is underway and expected to be completed by March 2024, with 10 exam rooms and a building designed just for Pine Creek and all the pets, owners and animal lovers who will work there.

Team members at the Gap location include four veterinarians, seven certified veterinarian technicians, 10 technicians, and five customer service. At the Manor location, there are four veterinarians, four certified veterinarian technicians, six technicians and two customer service.

With the upcoming new location, more animal lovers will be needed to provide the care that pet parents want for their cherished cats, dogs and other pets.

At the core of Pine Creek Animal Hospital's philosophy of pet care and vision for the practice is owner and founder Ashley Tuma, DVM. She wants to bring together a team that focuses on offering individualized care for pets of all kinds. It's not at all unusual to see someone who gets down on the floor to calm a nervous dog and literally hold his paw during treatment or who gently pets a frightened cat

and reassures them that everything will be OK.

The veterinarians have pets of their own and they understand how much pet parents love their pets. They will consult on diagnosing even the most challenging cases and provide the best options on diagnostics and treatments. At the Gap location, Dr. Walsh has a Mexican hairless dog while Dr. Schwartz moved to Pennsylvania from Florida to support his wife as an equine surgical resident at New Bolton Center. Dr. Riehl has profound knowledge in exotics and Dr. Neumann has excellent surgical prowess. The Manor location hosts Dr. Morris, an extra-large dog breed champion, Dr. Knox, a pittie lover with 25-plus years of experience, and Dr. Brophy, a vet with extensive emergency medicine training.

The entire team is what makes Pine Creek Animal Hospital so special. They stay current on continuing education, for both their veterinarians and support team members. Quite simply, they enjoy their jobs, their patients, their clients and being part of the community. Pine Creek Animal Hospital strives to create an environment that fosters this sense of teamwork and aims to provide an engaging environment where each team member feels valued and appreciated. It is a setting where collaboration, a strong work ethic, emotional intelligence and integrity are prized.

They provide opportunities for continuous development and are committed to providing career paths and growth opportunities for everyone. It's an environment that helps team members reach their goals, as part of a supportive family that works together for the good of everyone. Co-workers enjoy working together and finding success as a team.

While most co-workers are of the human variety, there are two feline office workers,



including Pancake who works at the Gap location and Jenny who is in charge of mouse control at the Manor location. Pancake is an older cat who is showing a renewed sense of youthfulness, thanks to arthritis treatment at his workplace. Both are available to greet guests and provide their own special calming to co-workers who need a little pet therapy during the workday.

Pine Creek Animal Hospital provides a full range of services for all kinds of pets, including wellness checks, diagnostics and testing, dental care, ear and eye care, vaccines, parasite prevention, medical treatment for conditions like diabetes, medical, surgical and dental care, evening and weekend appointments, preventative and sick/urgent visits, onsite surgical and dental suites, in-house lab equipment, digital technology, a well-stocked pharmacy and more! They treat pets with serious diagnoses of cancer or injuries from accidents, and help their clients deal with decisions about the care for their pets. Compassion is what matters most to everyone at Pine Creek.

Along with being surrounded by pets and fellow pet lovers, there are many benefits to being part of the team at Pine Creek Animal Hospital, including health care coverage, IRA matches, competitive salary, continuing education and even discounted pet care. One of the best benefits, though, is building lifelong friendships with co-workers who share a love of animals.



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## METHODOLOGY

To produce Lancaster County's fifth annual Best Workplaces program, LNP had the support of DataJoe, a quantitative research company based in Boulder, CO.

LNP Media Group sought company nominations for Best Workplaces starting in March of this year. To be eligible, companies needed to have at least 10 employees and be in Lancaster County.

Survey participation for employees was anonymous to ensure that employees could answer honestly. Employees rated their employers on over 40 questions, using a scale of 1 (strongly disagree) to 7 (strongly agree).

Almost 5,000 employee surveys were received by mid-September.

Of the 95 nominated companies, 62 achieved a 35% or higher employee response rate and were considered for awards by company size.

DataJoe created free score reports for each participating company and selected winners by size category. Company size categories are: large (201+ employees), medium (101-200 employees), medium-small (21-100 employees), and small (20 or fewer employees).

Awards were also given for the highest score overall, and the Debbie Stremmel Award for the highest score for mentoring young workers.

## TOP 3 MOST DESIRED BENEFITS

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