

Summer 2020

geauga BUSINESS



Geauga's Response to Global Pandemic

PLUS:

Tangent introduces next-generation, home sewage treatment technology

Leadership Geauga Celebrates 25th Anniversary

Geauga Coatings: providing coatings, resurfacing for industrial, commercial and residential clients

and more...



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Letter from the Editor



Dear Business Leaders,

We find ourselves collectively in a situation we have no experience and for which there is no guidebook. The United States has become the current center of the global coronavirus disease. Consequently, American businesses and industries are facing challenges unseen in modern history. With the closures of all businesses deemed “nonessential” for nearly two months, many small and large businesses are now struggling to remain in business despite their gradual reopening. And, unfortunately, it is likely this unsettling business climate will be with us for at least the remaining year.



Here in Geauga County, many business leaders and residents are stepping up to help other businesses, employees, and neighbors. For instance, Geauga Growth Partnership has provided almost daily sound, reliable information about COVID-19 to educate businesses. Our local healthcare workers, first responders, grocery store clerks, postal workers, truck drivers and others continue to put themselves in harm’s way to provide medical care, food and other items needed. This issue of *Gauga Business* reports on several businesses and individuals who, through their imagination, resourcefulness and generosity, are helping out. Tom’s Foolery Farm and Distillery, in Burton, converted 100% of its whiskey-making efforts to produce hand sanitizers. Likewise, Troy Chemical made a range of disinfectants and sanitation products for healthcare and manufacturing facilities. The Sisters of Notre Dame continue to sew facemasks for healthcare workers, utilize a 3D printer to make face shields, connect with the isolated, and most importantly, respond to urgent calls for prayer.

Undoubtedly, in the battle against COVID-19, the drastic steps being taken to slow the spread of the virus are pushing this country and much of the world off an economic cliff. A staggering number of Americans are registering for unemployment each week. Not surprisingly, a growing chorus of business leaders are complaining that the cure is worse than the disease. Thankfully, Governor DeWine is easing up on the restrictions. However, it is all of our duty to respond thoughtfully as businesses, restaurants, parks and other entities open. Social distancing measures should remain in place. Checking the temperature of employees as they enter the workplace, providing protective equipment, and rapidly isolating those who show symptoms of the disease are critical to protecting the workforce. Individually, let’s do our part to protect ourselves and others. As we have heard time and time again, we are in this together.

Respectfully,

Margie Wilber
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President, Write 2 the Point

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Geauga's Response to Global Pandemic

BY BETH HALLISY



Faced with abrupt change and tremendous uncertainty, Geauga County business leaders are – remarkably – turning to their neighbors and offering help.

“It certainly would be understandable if business owners retreated into their own microcosms to focus on protecting their business assets, employees and families during this unprecedented economic and public health crisis,” says Kimm Leininger, president, Geauga Growth Partnership. “But instead, we are seeing our business owners do just the opposite. They are reaching out in countless ways.”

In late March – as Ohio was reporting its first coronavirus-related death and issuing stay-at-home orders – Geauga Growth Partnership surveyed its members to gauge needs, questions, concerns and resources. GGP also reached out to cities, townships, chambers of commerce and other economic development partners in the county and state to find ways to effectively work together.

“We received some good feedback and a lot of ideas for seminars. But what we continued to hear most often from our members and partner organizations was, ‘How can we help?’ Everyone unhesitatingly stepped up,” says Leininger. “Some wanted to make hand sanitizer. Others began making face masks or using their 3D printers to make plastic face shields. Many had to overcome supply chain and other significant challenges. ... It has been an impressive process to watch and experience.”

Some of the imagination, resourcefulness and generousities of our GGP members and neighbors is illustrated here. We hope to highlight other examples in future editions of this magazine and elsewhere.

- When Kimm Leininger was contacted by a local physician with a dire need, she thought board member **MARK POLLARI AND HIS COMPANY, BURTON STATION FIXTURE**, just might be able to help. Employees at Burton Station Fixture – under normal circumstances – craft cabinets, countertops and additions for offices and other commercial facilities. The challenge presented to GGP was to find a manufacturer that could construct the Aerosol Box, an invention by Taiwanese anesthesiologist Lai Hsien-yung, MD. The apparatus was designed to cover patients during intubation, while allowing healthcare providers access through two arm holes. Pollari agreed to give it a shot. “The idea is to shield the doctor or other healthcare worker from the spread of germs and protect PPE during what we know can be a life-saving procedure,” Pollari says. “We were able to source the acrylic material and then simply followed the specifications provided by the

“But instead, we are seeing our business owners do just the opposite. They are reaching out in countless ways.”

– Kimm Leininger, president,
Gauga Growth Partnership


inventor." Stuart Miller of the Burton Middlefield Rotary is the one who really advocated for the project, according to both Pollari and Leininger. "He ordered the first 25 units and then donated them to area hospitals," says Pollari. Six others were made so far and provided to the hospitals and Briar Hill Health Care Residence. Tom Connick, a Chardon resident, with Connick Law, LLC provided legal guidance along the way.

- Tom Herbruck, proprietor of **TOM'S FOOLERY FARM AND DISTILLERY** in Burton, converted 100% of the company's whiskey-making efforts to hand sanitizer production, and has made hundreds of gallons available to local hospitals, pharmacies and businesses. Herbruck says his company is pleased to do its part but hopes the product swap will be short-lived: "We look forward to seeing an end to this pandemic and getting back to making bourbon and applejack."
- Board member Lee Imhof, owner of **TROY CHEMICAL**, is making a range of disinfectants and sanitation products available to healthcare and manufacturing facilities. While he hasn't retooled his facility or altered his product line, "demand has skyrocketed," he says. "We've made over 300 drums of sanitizer. ... We never even heard of anyone buying sanitizer in drums before this pandemic." Imhof says his employees are gratified to be making the environment safer for people during this stressful time.
- **MERCURY PLASTICS** pledged \$50,000 to the UH Geauga COVID Response Fund. "Our healthcare workers, first responders, grocery and drugstore clerks are warriors. ...

They are saving lives while placing their own in jeopardy," says President Jay Burnett. "So many others have lost their businesses and livelihood. We simply wanted to do our part." UH Geauga Medical Center reports overwhelming community support in the form of food, PPE, monetary donations and good wishes. "Chesterland Rotary and several fire and EMS squads even came by with flashing lights to show their appreciation," says Emilie Gottsegen, senior development officer.

- In addition to their prayers and visits to the sick and elderly, the **SISTERS OF NOTRE DAME** have been a resource to teachers, parents, and students during this time of at-home learning. One sister even taught piano lessons remotely to northeast Ohio area high school students and organized piano concerts. In addition, Sisters within various parishes called parishioners to stay in touch. Sister Sherly Kodiyan, a nurse practitioner, manages two nursing homes and is working as a hospitalist within a northeast Ohio hospital. Sister Nicole Varnerin, a teacher at Cleveland Central Catholic, is making face shields for medical workers. Sister Renetta Gaff connects with teenagers within a juvenile detention center via cards that include puzzles, jokes and prayers. The list goes on...
- Nursing faculty members at **KSU-GEAUGA/TWINSBURG ACADEMIC CENTER** are working in area hospitals during the COVID-19 crisis, while some KSU-Geauga/TAC students are working as patient care nursing assistants. Many faculty members and students are making masks under the direction of the dean's office senior secretary, Miranda Skitzki. Mask donations are going to Geauga County's eight nursing homes, UH Geauga, Ravenwood Health and first responders.

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Sister Nicole Varnerin, SND, models a face shield she made for medical workers utilizing a 3D printer.

Geauga's Response to Global Pandemic

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Continuous Knowledge Sharing

- Based on members' information needs and requests, a webinar series was organized. All presentations are being videotaped and will be available on the GGP website. Most sessions are conducted by GGP members on a voluntary, no-fee basis. Examples to date included the following:
- Cathy Walsh and Allen Weaver from the Small Business Development Center at Lakeland Community College, Matt Nipper from KeyBank and GGP Board Member John Steigerwald led a discussion about financial resources available for local businesses.
- The WealthCare Group of Raymond James spoke on the topic, "Rebuilding Your Financial Plan for the Future," which focused on the Secure Act as well as provisions of the CARES Act, relevant to retirement planning, contributions, distributions, and tax savings.
- With so much of the workforce deployed to work from home, we may be opening ourselves up to more problems with email hackers and Zoombombers. Travis Grundke from Ashton Technologies shared some ideas on what employers and employees can do to protect themselves.
- Bonnie Troyer, HR Solutions & Strategies, and Todd Hicks of Thrasher, Dinsmore, & Dolan, explained elements of the Family First Law, FMLA expansion and paid sick leave that have a direct impact on businesses.
- Dan MacRaild, Just Add Tech, and Nate Winne, Company 119, provided insights on infrastructure and software tools that can help businesses be productive while working remotely.
- GGP members Rob Simon and Ryan Dietrich from SharpCFO presented to our group about finances and cash flow issues in the current economic climate.

"GGP is deeply appreciative of all these proactive efforts – and so many others – and we anticipate the generosity and spirit of cooperation to continue as we are in this fight," says Leininger. "We're truly in this together and we welcome all members' input and ideas." 

"GGP is deeply appreciative of all these proactive efforts – and so many others – and we anticipate the generosity and spirit of cooperation to continue as we are in this fight,"

*– Kimm Leininger, president,
Geauga Growth Partnership*



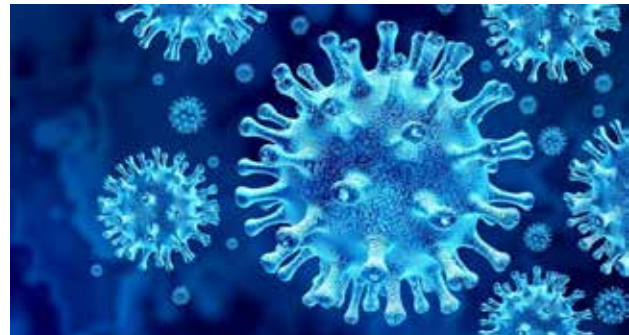


All Together: Fighting COVID-19



More than 150 years ago, University Hospitals opened its doors with a promise to care for its community. Today that promise is more important than ever as we face an unprecedented global pandemic from novel coronavirus (COVID-19).

Our caregivers are on the front lines, testing for the virus, caring for patients, and protecting our families, neighbors and friends. Pathologists and lab technicians are working into the night analyzing samples. Physician-scientists are exploring the use of antivirals for treatment. Leaders and infectious disease experts are spending long hours planning and positioning UH for an expected surge of patients.



UH is leading two of the nation's first clinical trials for COVID-19. "The trials we are conducting are especially significant because they test an active antiviral treatment, rather than just supportive care," said Grace McComsey, MD, Vice President of Research and Associate Chief Scientific Officer.

While this goes on our everyday work continues. Cancer patients need chemotherapy. Residents and fellows need training. Unexpected medical events occur, requiring emergency surgeries, procedures and other interventions. Babies are born. With this crisis, our caregivers are being asked to do more than ever before. **Thankfully, because of a strong foundation of support from our community, we are here. We are strong. We will get through this.**

UH is among a select number of health systems nationally with the infrastructure, expertise and resources to lead the way through the COVID-19 event. Steps taken include:

- Developing in-house testing capabilities and opening among the nation's first drive-through testing sites.
- Launching the country's first clinical trials to test remdesivir, an anti-viral drug that could help with treating coronavirus cases.
- Joined with Masimo to pilot a new remote patient monitoring solution to ensure patients at home or in other locations receive expert, safe care during a time of increased demand.
- Leading a clinical trial to administer an investigational drug, ARMS-I, to frontline caregivers and assess whether it prevents airborne transmission and reduces symptoms.
- Proactively engaging in preparedness activities including acquiring and conserving personal protective equipment and prioritizing staffing needs.
- Developing new policies and protocols to help UH caregivers balance family obligations with their commitment to caring for our community.
- Serving as an internationally sought after source for credible and timely information through the Roe Green Center for Travel Medicine & Global Health and multi-media.

Tangent Introduces Next-Generation, Home Sewage Treatment Technology

BY BOB KEIM

There is a lot of clay in the ground here in Northeast Ohio. You know the stuff -- thick, congealed, shovel-slowing goop that sticks to your shoes and everything else. It's no friend to gardeners and landscapers, who prefer loose soil rich in organic material that yields beautiful flowers, shrubs and plants.

The clay also is no friend of residents who rely on septic systems that send discharged water into their yards. Typically, in septic systems, the soil is used to break down contaminants and dispose of sewage as it filters down into the ground. But when there's a lot of clay the system does not work nearly as well because the clay is so thick. Since no one wants a puddle of sewage water baking in their backyard in the summer sun, there are things that can be done to improve drainage. Usually, these alternatives involve a lot of digging and trenching and tree removal, along with replacing clay-caked soil with a sandy substance that drains much more easily. In some cases, it is necessary to build a sand mound three or four feet high as a ground soil substitute.

Of course, all this costs money. The more time and equipment needed to install a septic system, the more it's going to cost.

But there is another way. The Tangent Company, in Chagrin Falls, has developed the LandSaver MBR, a septic system that treats water before disposing of it so it is safe to discharge anywhere, even on your lawn or in your flower beds. It takes up less space in the ground and often can be installed in a day.





Tangent describes the LandSaver as the next generation of home-sewage treatment technology. It fully treats septic water before releasing it, using the best technology in use at municipal sewage treatment plants. With the LandSaver, it is possible to treat home sewage water as well as or better than it can be done in a municipal wastewater plant.

The system consists of three buried tanks that treat the water so it comes in as waste and comes out clear and pathogen-free. The LandSaver sprays the discharge with a freeze-free system that works no matter what the temperature.

“Where you don’t have good soils, it can be hard to develop property,” says Tangent President Paul Rice. “Clay and poor soils do not support enough beneficial bacteria to fully treat septic water. Instead of trying to use the ground to filter and break down contaminants in areas with poor soil or small lots, we can just treat it very well and then release good quality water. That’s the market space that will benefit from our technology. Why not eliminate the costs and complications of trying to treat septic effluent on property without adequate soil to easily do it?”

“Why not eliminate the costs and complications of trying to treat septic effluent on property without adequate soil to easily do it?”

– Paul Rice, President of Tangent

Price says Ohio is running out of developable land, and there are issues with algae and E. Coli bacteria contamination in lakes, rivers and streams. High E. Coli levels in public water are often the result of poorly treated septic system runoff.

“What’s unique about Ohio is they know they have a need for better home septic system treatment and have put regulations in place that can allow for a solution,” Rice says. “What has been lacking is better technology to make sure treated home sewage disposal is as safe and as environmentally friendly as possible. We think we have a solution that will also reduce the need for land development restrictions on properties using home sewage treatment. In the long term this can change thinking about the need to (install sewers in) more rural areas to prevent pollution from home sewage.”

Rice has been working in the drinking and wastewater industry for years, developing and bringing new technologies to the municipal water treatment market. Before coming to Tangent he was the global marketing director at Siemens Water Technologies in Pittsburgh. The company later became Evoqua Water Technologies.

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Tangent Introduces Next-Generation, Home Sewage Treatment Technology

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He came to Tangent in 2018, excited about the idea of finishing the development of the LandSaver and then getting it to the market. One attraction was that most of the development work on the LandSaver had been done, leaving him to focus on launching the product and obtaining health department approvals.

So how, exactly, does the LandSaver take in all the wastewater that comes out of a home and turn it into water safe enough to spray on a lawn? It uses state-of-the-art treatment processes and filters to produce a discharge that is essentially free from coliform bacteria and extremely low in organic matter and solids.

It's a three-tank setup, and wastewater enters the system into the first tank, where it settles and separates from the heavier grease and sludge. It flows into the second tank, which also is used to handle high-use water surges from, for example, heavy laundry days or times when a lot of people are in the house. It then is pumped into the third tank, which is where the real work is done.

There are two chambers in the third tank. The outer tank is an aerobic chamber that contains hundreds of small plastic pieces that resemble miniature wagon wheel pasta. Bacteria grows on the wheels, which then eats the organic material that enters the tank with the wastewater. Eventually the water in the aerobic chamber is pushed into an inner chamber that houses the ultrafilter unit.

This second chamber contains a set of self-cleaning ultrafilters. The filters are hydrophobic, which means nothing sticks to them. Air is used to bubble up the water to make sure nothing is attaching to the filters. "Think of a witch's cauldron which is boiling aggressively," Rice says. "That is how aggressively the filters are scrubbed automatically by the system."

The self-cleaning filter is a permanent barrier that prevents contaminants from overflowing into the yard and plugging the dispersal system. The two-part third tank is the system's membrane bioreactor.

"Basically, a membrane bioreactor is a combination of aeration and filtration," Rice says. "We've added ultrafiltration to home-sewage equipment. An ultrafilter filters out anything bigger than 0.02 microns (in size), including bacteria which are about 1 micron. The pore size of our filter is 50 times smaller than the size of the bacteria. So, they are all filtered out. All water from the house goes through the filter. It stops all solids from getting out. They just can't escape."

In a final treatment step before releasing the water, it is exposed to high intensity ultraviolet light for disinfection. This makes sure all viruses are destroyed.

Then, out it goes.



Getting a project like this to the point where it can be installed on someone's property is a long process. There's the research and development, and also getting approval from the various state and local agencies. Then builders and installation contractors have to come on board.

Before the coronavirus pandemic hit, Tangent's goal for this spring was to work with a few builders and companies to install a few dozen LandSaver systems. The idea was to go slowly, work out any bugs that pop up, then move forward.

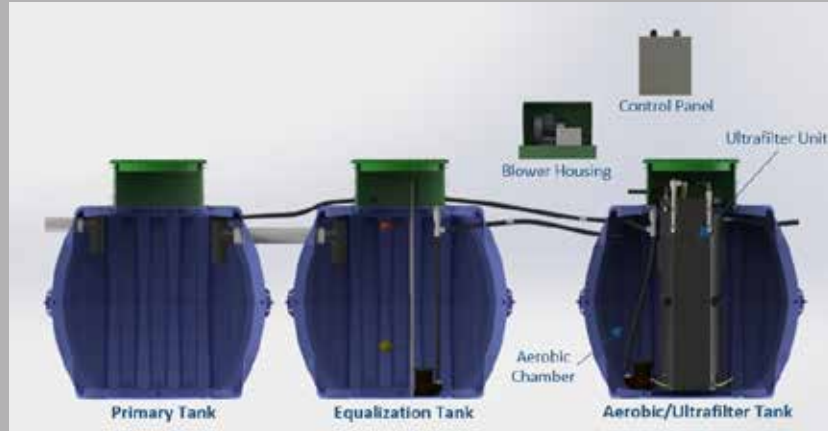
Now, like just about everything else, those plans need to change in response to lost business development time. To help catch up and drive a more rapid scale-up in other states, Tangent is seeking new investors. One example of an opportunity outside of Ohio is in Arizona, where the LandSaver is the only system approved for surface discharge of treated sewage from a home system. It earned this approval because it consistently removes harmful fecal bacteria to non-detectible levels.



January 30, 2019 -8° F

When asked about a homeowner's cost for the LandSaver compared with current technology, Rice says: "The treatment portion of the system is more expensive because it ensures removal of contaminants, however, the safer quality of the discharged water can save a homeowner or builder considerable money on installation by avoiding a lot of digging, tree removal or, in some cases, construction of large sand mounds as artificial soil."

"A simpler installation also saves time for installation contractors and removes the unpredictability of weather that can throw off a construction schedule," Rice adds. He also mentioned that "conventional septic dispersal fields begin to degrade as soon as they start to be used. In 20 years or sooner, these dispersal fields can fail and require a complete



replacement including tearing up a yard. Given lot sizes and the poor soils in many parts of Ohio, sometimes it is not even possible to find an affordable replacement solution."


The LandSaver is ideal for anyone who uses a septic system, Rice says, but especially for small lots, rocky ground, uneven ground and lots with shallow water tables.

“Why not eliminate the costs and complications of trying to treat septic effluent on property without adequate soil to easily do it?”

– Paul Rice, President of Tangent

"In Ohio, depending on the quality of the treatment, spray dispersal can be in a remote restricted access area or in an unrestricted area where people and pets are expected to be," Rice says. "People are starting to put in spray-discharge. Before doing so, or putting in any system for that matter, they should better understand septic treatment and what to expect in the quality of the effluent they discharge on their property and into the environment. Unfortunately, many systems today fail to

meet state discharge standards when operated at a home under certain conditions. These can be costly and sometimes impossible to get into compliance."

"Our vision for Tangent Company is to be part of the future of home sewage treatment, one where high-quality treatment is ensured through use of equipment designed to never fail -- whether that be a single health department test or a treated effluent dispersal field 20 years after its installation." 

GEAUGA COATINGS

PROVIDING CONCRETE LEVELING AND SPECIALIZED COATINGS FOR INDUSTRIAL, COMMERCIAL AND RESIDENTIAL CLIENTS

BY MARGIE WILBER

Problem solving is second nature to Brian Milks, owner and founder of Geauga Coatings in Hambden Township, Ohio. Growing up on a large dairy farm in western New York, he learned early how to fix machinery, install plumbing and electrical systems, and the other myriad of chores needed on a farm. Add to that a mechanical engineering degree from Clemson University and 25 years of industrial operations experience, there are few problems Milks can't solve when it comes to all things mechanical, and he relishes doing it.


In 2011, Milks founded Geauga Coatings, a full-service provider of protective and decorative coatings, concrete leveling and stabilization, joint sealing and heavy equipment protection. And he puts that problem-solving ability to use for his clients, whether industrial or residential.

Milks explains what sets Geauga Coatings apart from competitors: "We are capable problem solvers with a genuine desire to understand and fix the root problem. Often, customers will ask for a proposal to resurface their floor, but during the initial visit, we identify drainage problems, leaking pipes, or more structural building issues causing the existing concrete surface to fail. Being able to identify and understand the effects of these peripheral factors enables us to offer lasting, reliable solutions with the lowest total-life-cycle cost in mind."

Milks is driven by such values as integrity, customer service, innovation, and doing the right things well. "Gegauga Coatings completes each job for the customer with long-term reliability and lasting value in mind," he says.

And despite the ongoing worldwide COVID-19 pandemic, business is fairly strong for Geauga Coatings, with three full-time and two-to-three part-time seasonal employees, and there are plans to add more full-time coating technicians soon.





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*– Brian Milks, owner and founder of
Geauga Coatings*

WHY GEAUGA COATINGS?

Milks describes himself as detail-oriented with a customer-focused operating philosophy.

“I have extensive industrial experience working with chemical, mining, manufacturing, coatings and agricultural industries,” he says. “Gaugua Coatings also has a proven track record of managing large projects on schedule and on budget.”

Gaugua Coatings offers the following services on the industrial end: chemical containments, tank linings, industrial floor coatings, concrete leveling and stabilization, joint sealing and heavy equipment protection.

“Commercially, our company provides floor coatings, concrete polishing, concrete leveling and stabilization,” Milks explains. “On the residential end, Gauga Coatings provides concrete leveling and stabilization, joint sealing, garage floor resurfacing, basement resurfacing, and truck bedliner spraying. All of my technicians are professionally trained in the products and services offered. Solutions are engineered to provide outstanding impact, abrasion, and chemical resistance. Our industrial customers can be assured the work will stand up under the heaviest traffic and demanding applications.”

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GEAUGA COATINGS

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Former and current clients of Geauga Coatings include:

- **Industrial:** Avery Dennison, Swagelok, Best Sand/ Fairmount Minerals/Covia, Morton Salt, General Motors (Kentucky and Michigan), Ford Motor Company, Preston Superstores, US Silica (Wisconsin) Duke Power Company (Indiana), Waste Management, Lincoln Electric, Lakeside Sand and Gravel, and many more
- **Municipal:** Geauga County Water Resources, Geauga County Engineer's Office, Lake County Water Resources, Ashtabula County Waste Water, Ohio Department of Natural Resources and RTA Cleveland
- **Builders:** Premier Custom Builders, Brooks and Henderson, and many more
- **Residential:** Hundreds of satisfied Northeast Ohio homeowners

"Gaugua Coatings personnel are corrosion specialists using the very best products and methods commercially available to repair, protect, and beautify your assets," Milks says. "We provide extraordinary engineered solutions to ordinary problems and can turn any boring, grey or damaged concrete or steel surface into a reliable, long-lasting, eye-catching

surface. We attribute our successes to listening to and understanding our customer's needs in order to offer results that hit the mark every time."

TYPICAL RESIDENTIAL AND INDUSTRIAL APPLICATIONS

- Garage floors, pool decks, patios, basements, driveways and sidewalks
- Offices, fire stations, school bus garages
- Swimming pools, water features, koi ponds, and concrete leveling
- Primary and secondary chemical containments
- Abrasion and corrosion protection
- Waterproofing membranes and liners
- Industrial floor coating solutions
- Anti-skid surfaces
- Direct food and potable water contact solutions
- Spray-applied truck bedliners and heavy equipment protection
- Automotive rust proofing

Considering goals for the future, Milks says he would like to see sustainable growth by being a value-added organization to the community. "Geauga Coatings will continue to promote reliable solutions including state-of-the-art protective coatings so our customers can prevent premature failure due to corrosion.

"Gaugua Coatings, along with most other businesses out there, has been negatively affected by this pandemic," Milks says. "Dealing with this certainly was not in my 2020 business plan. What was shaping up to be another record year will likely be a struggle; however, we are diversified in the services we offer. Since many people continue to work from home, they are spending more time taking care of and protecting their home and business investment. Though we missed out on all the cancelled home shows this spring and summer, work is fairly steady thanks to referrals and new work from past customers."


Milks offers this advice to other business owners: "Hang in there. Be persistent and keep or start doing the things you do best. This will pass but don't expect to bounce back right away. It may take time, and the ripple will likely be felt for years. Look for ways to help locally. Once we come out of this pandemic, we will all be stronger for having gone through the experience. Lastly, be compassionate and

understanding. Some businesses will not survive doing what they once did. Let's find ways to help those business owners to reinvent themselves. Look for ways to get involved or make connections within your community. I went through the Leadership Geauga program in 2011 and still leverage the relationships that were developed during this valuable experience."

"Gaugua County residents are friendly, helpful, and let's face it, just good people," he concludes.

Milks married Michelle, his high school sweetheart, 31 years ago. They have a son, who is attending Ohio State University studying mechanical engineering, and a daughter who is a freshman at Chardon High School.

Whether your project involves restoring and protecting concrete, steel, wood, or fiberglass, this Geauga County company has what it takes to develop and install the right solution for you – whether your need is commercial, industrial or residential.

For more information or to set up an appointment, please call 440.221.7286 or email Brian@geaugacoatings.com. They are also at Facebook Geauga Coatings. 



"Look for ways to help locally. Once we come out of this pandemic, we will all be stronger for having gone through the experience."

– Brian Milks, owner and founder of Geauga Coatings

Geauga Business Answers National

BY MARGIE WILBER

Like many great companies, PSI Product Specialists experienced a humble beginning. The company was founded out of Lisa LaBanc's family laundry room in Chesterland in 1988. At the time, LaBanc was a recent college graduate working for a leasing company. Her father, Gary Wieland, was employed at Ohio Bell.

"My father was a serial entrepreneur at heart," LaBanc, president of PSI Product Specialists, describes with a smile. "Since I was a child, I can remember him having several side businesses and project ventures. He owned a landscaping company, snow removal business and property management firm. He was a hard worker and loved business. At Ohio Bell, he received an award for one project and asked if I would put some information together for his presentation. That information led me to sourcing parts and putting together a kit used for routine unit repairs used worldwide in the telecommunication industry."


She continues, "I was able to market that kit anywhere other than Ohio Bell to avoid any conflict of interest due to my father's employment. This kit led to many kits, which led to many customers, and here I am today 32 years later. My father, retired some 15 years later from the phone company and came to work with me. Working together, we had many great years and amazing adventures. Now he is completely retired but always available as my personal and expert consultant."

PSI Product Specialists was initially established as a manufacturer and supplier of air-pressure products for the telecommunications industry. Today, PSI's diverse offerings also include pole-line hardware, safety gear and apparel, and a patented retroreflective coating. "PSI's special product division is a unique team with expansive production capabilities that excels in designing, developing, and producing custom products as well as reverse engineering and redesigning existing products," LaBanc says. "Our primary customers are telecommunication companies and public utility companies.

The Ohio University graduate admits, "If anyone would have told me I would be running an industrial business, I would have laughed and shook my head. The truth is, like my father, I love business. I inherited his entrepreneurial spirit. I like designing, marketing, selling and creating partnerships."

Currently, PSI Product Specialists, located at 11655 Chillicothe Road in Chesterland, is answering the cry for sanitizing products during the COVID-19 pandemic. "A partner of mine, from a previous endeavor, introduced me to an opportunity to help market and bottle sanitizers for hands, surfaces, and laundry across all industries. These products are revolutionary, and the need is critical. We are running full speed ahead trying to combat this virus and making people aware of our products. We are focusing on government contracts, and research and development projects."

The creative business entrepreneur grew up in Chesterland and is excited to grow her business in the county. She also owns and operates Lisa LaBanc Properties, and Elements Fitness Studios, a 6,000-square-foot, state-of-the-art workout facility, located on the same property as PSI.

She concludes, "Right now our future goals are put on hold while we try to navigate through these difficult times. Honestly, the pandemic has taken its toll on us, just like every small business. Sales are down. I am doing my best to keep all of our employees employed. I am optimistic that we will find our way to the other side. Hopefully, it will be sooner rather than later. However, as long as everyone arrives on the other side safe and healthy, I will consider it a win." 

"We are running full speed ahead trying to combat this virus and making people aware of our products."

*– Lisa LaBanc, owner,
PSI Product Specialists*



Cry For Hand and Surface Sanitizers



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Leadership Geauga Celebrates 25th Anniversary

BY MARGIE WILBER



With over 750 alumni, a new Heritage Program funded by the Cleveland Foundation, and unwavering enthusiasm for Geauga County, Leadership Geauga truly leads the way.

The uncertainty of 2020 demonstrates the necessity of first-hand community knowledge and vital connections. Businesses and organizations must plan for the future while facing today's immediate needs. Strong community connections, collaboration, and skilled leadership will never be more important than now! Leadership Geauga uniquely offers all these to our community.

We took this opportunity in quarantine to remotely interview Melanie Scanlon, Executive Director of Leadership Geauga, as the organization celebrates its 25th anniversary year. She describes the organization's history, goals, and hopes for the future.

What is Leadership Geauga's Signature Adult Program?

Leadership Geauga's Signature Adult Program provides personal access to community leaders, hot-topic discussions, behind-the-scenes site tours, and interactive panel interviews across all community sectors. These experiences introduce class members to challenges and opportunities particular to Geauga County, inspiring them to take action and become part of the solution.

This annual 10-month class program emphasizes leadership development and experiential learning while providing in-depth knowledge, practical skills, and a personal network to better serve Geauga County and its organizations. The program blends high-impact, professionally-facilitated leadership training with a varied schedule of civic education experiences. Class participants gain useful skills, self-knowledge and a deeper understanding of Geauga County, while the company who enrolls a member of their leadership team in Leadership Geauga's Signature Adult Program benefits from their enhanced collaborative and leadership techniques and brand exposure to a new network of community leaders.



Kristine Edwards (LG 2015) experiences the weight of the fireman's gear at Munson Fire Department.



Leadership Geauga Class of 2019

When did Leadership Geauga begin and who was the brainchild behind it?

The national Leadership movement was already active in Northeast Ohio 25 years ago when, serendipitously, two things happened to bring the program to Geauga County. First, the very positive response from Geauga's business and community leaders to a presentation by Leadership Ashtabula about its accomplishments within the business and civic sectors of Ashtabula County. Second, Sister Martha Reinhardt, SND, president of Notre Dame College, a recognized authority in Cleveland's corporate community and a graduate of Leadership Cleveland, championed the program for Geauga County. A dedicated core group of community leaders enthusiastically took on the challenge early in 1995. They raised the seed money, recruited the first class, and introduced this new organization in fall, 1995.

How many classes have there been since its launch?

The Class of 2020 is nicknamed "the Silver Anniversary Class" because their graduation will mark the 25th year that Leadership Geauga has graduated a class.

"Leadership Geauga's goal is to inform, educate, connect, and inspire leaders in our community. Not only did they accomplish that during my class year, the program continues to offer me and my business those same benefits 11 years later."

- Mike Payne, Jr. (Class of 2009)

CONTINUED ON PAGE 18



(second from right) Melanie Scanlon, Executive Director of Leadership Geauga, presents a check for Hope for Kids.

Leadership Geauga Celebrates 25th Anniversary

CONTINUED FROM PAGE 17

What comprises Geauga Leadership Class Days?

These days are unique each year because they are planned by a small group within the class. The following are examples of what might take place:

- **Heritage Day** – The rich heritage of Geauga County is described by Bari Stith, Ph.D.
- **Education Day** – The people who lead Geauga’s schools and support community youth share facts and stories about their school/community, today’s great kids, and day-to-day challenges.
- **Human Service Day** – The heart of the county’s support system for families and neighbors needing help is shown and explained by the leadership of these organizations. WomenSafe, NextStep, Chagrin Falls Community Center, United Way, and Red Tulip Project are some of the places a class might visit.
- **Health & Safety Day** – Fire, EMT, Safety and Law Enforcement, and UH Geauga Medical Center are involved. The class might tour the Safety Center, speak with undercover detectives, sit inside Life Flight, etc.
- **Government Day** – “How does it work? Where do I fit?” Government entities are explained by those who know: mayors, judges, village officials, department heads, state and federal representatives.
- **Business Day** – The class explores businesses of all sizes and types.
- **Agriculture Day** – Geauga is full of “fresh” and “farm-to-table” produce. The class meets farmers, businesses, restaurants and individuals leading this segment of county life.
- **Arts & Leisure Day** – How do Geauga County residents spend their free time? The class may meet artists and businesses that are part of Geauga’s creative community, perhaps with an improv at Fairmount Center for the Arts, trap shooting at Weslaco Sportsmen Club, painting with an artist or kayaking at Headwaters Park.

Julie Szitas (LG 2019) watches a mock resuscitation at UH Geauga Medical Center

What is the underlying goal of Leadership Geauga?

The strength of any group, business or community is its people. Geauga County is better when people come together, and for 25 years, Leadership Geauga has provided a mechanism to bridge sectors and geography to foster collaboration and a shared commitment to Geauga’s communities.

Leadership Geauga was founded on the belief that everyone can step up and lead, no matter your title, organization or years of experience. Leadership Geauga’s goal is to offer professional leadership training which helps participants lead stronger organizations, work teams and groups while exploring new ways to give back and get involved in our community.

“As a business owner, learning more about my leadership and communication style was eye opening. Exercises to help [my] team communicate better have been fun and enlightening ... because of the knowledge gained, we are able to work more productively and collaboratively. I feel it also helps us when interacting with new clients and partners in our industry.”

- Matt Smith, President,
Radioactive Electronics (Class of 2020)





I hear a unique new Heritage Program is Under Development. What is That?

Leadership Geauga's staff and board are very proud to announce that the Cleveland Foundation has granted multi-year funding to Leadership Geauga to develop a new Heritage Program for people already at or approaching retirement. These "thought leaders" have worked professionally in respected Northeast Ohio businesses and organizations and possess expertise and skills which can benefit our local community. Leadership Geauga's network of alumni, community leaders, and partner organizations will collaborate to enrich, reconnect and embed Heritage class members into our community so they become more deeply aware of and involved in solving civic issues to benefit Geauga County. This new program is at the concept stage, with the first cohort scheduled in 2021.

Formed in 1995, Leadership Geauga is a community-based nonprofit organization working to develop and encourage current and future leaders from a cross section of Geauga County. The program exposes them to our community's realities, opportunities, and challenges so they may positively contribute to Geauga's economic, social, and civic development. The organization is governed by a Board of Trustees, which reflects the diversity of the county and partners with a range of for-profit and nonprofit entities. 🌐

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Applications are being accepted now for the upcoming
Class of 2020-2021, which starts in September.

Learn more about us or apply for our programs by visiting our website:

www.leadershipgeauga.org



Ohio Premier Archery & Sports

in Middlefield targeting next generation

BY BETSY SCOTT

When you walk into Ohio Premier Archery & Sports in Middlefield, you can't help but notice the impressive array of taxidermy specimens mounted on the walls.

Most were taken by the owners or their employees, in North America or South Africa. "Personally, I'm not a trophy hunter," says General Manager Luke Ostoyic. "I like hunting, and I like eating."

The 2015 Kenston grad returned from a stint in Wenatchee, Washington, to open the shop at 14980 S. State Ave. in February, on behalf of majority owners Gary Ostoyic (his dad) and Michael Hinton of Medina.

"Middlefield is a great location because our technicians have an established relationship with many archers in the community, and it is a hotspot of archers that struggle to find a shop that provides dedicated and reliable service," Luke says. All the owners are lifelong hunters that have traveled the world in pursuit of game, and are dedicated to conserving the whitetail deer population closer to home, he notes.

While hunting is its "bread-and-butter," target archery equipment and instruction abounds in-house as well. In addition, Ohio Premier Archery & Sports offers rental space for events, such as a nontraditional birthday parties or corporate gatherings featuring axe throwing as well as archery. The passion is not only for the sport, but also getting the community involved in outdoor activities.

Aiming High

The impetus for opening the site was largely to provide an opportunity to introduce archery to a younger population.

"Archery has experienced a great decline in participation due to a lack of accessibility to entry-level equipment and knowledge," says Luke, a former archery technician and sales representative for various hunting companies. "Archery is a hard sport to pick up and learn on your own, especially when it comes to compound bows. Shops nationwide are great at catering to the advanced hunters and end up neglecting youth involvement as well as beginners of all ages.

"With the growing controversy over hunting as a sport, it is hard for people to picture archery as an entirely separate discipline." So, the owners bucked the trends of carrying only hunting equipment and set out to showcase the target-shooting side of the bow and arrow.

To attract a recreation-minded crowd, the shop instituted comprehensive rental programs, lessons, coaching, youth academies and leagues catering to a wide range of abilities and ages.

“ REGARDLESS OF GENDER, AGE, STRENGTH OR DISABILITY, EVERY ARCHER CAN FIND THEIR OWN STYLE OF HITTING THE CENTER OF THE TARGET JUST AS WELL AS THE REST OF THE ARCHERY COMMUNITY.”

- General Manager Luke Ostoyic

For the more seasoned individuals, the staff offers full-service bow repairs, restringing and tuning. Along with Luke, the other full-time employee is lead archery technician Evan Ceglarek. A team of dedicated pro staff are available as needed.

When asked whether the sport is dangerous, he says not with proper oversight.

“They’re sharp sticks,” he says. “We have to be more hands-on with younger kids.”

He calls archery a great equalizer.

“Regardless of gender, age, strength or disability, every archer can find their own style of hitting the center of the target just as well as the rest of the archery community,” he says.

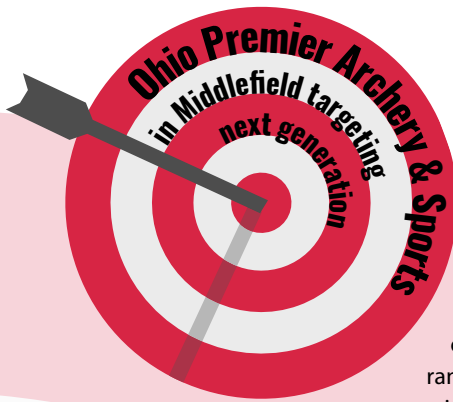
Something Old, Something New

At nearly 7,000 square feet, Ohio Premier Archery & Sports is one of the largest, archery-only shops in the country, Luke says. The former Fastenal space was repurposed into a 14-lane shooting range with rooms for storage, workshop and office space. Some dark markings on the tile flooring are a remnant of the site’s industrial days. A lounge section, comprised of comfy couches and the axe-throwing area, connotes a rustic hunter’s lodge.

From the time it opened, the store has been a hit, save a drop related to coronavirus-induced social distancing. “Being in such a close-knit community, word spreads like wildfire,” Luke states. “In the first few weeks, OPAS was busier than ever expected. The community has given them such great support in this endeavor.

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“Between the exotic mounts we have on display, our large selection of products that could previously only be purchased sight-unseen and our sister business’s axe-throwing range, customers are pleasantly surprised with both the physical shop and our dedication to providing them with a great experience, regardless of what brought them in.”

Another aspect that sets the store apart is being exclusively a brick-and-mortar operation, as opposed to online sales. It also maintains Sunday hours when much of the rest of the Amish-heavy community is closed down.

Setting their sights

Immediate goals for the business include creating a solid foundation from which to grow.

That means establishing operating patterns, individual responsibilities and overall customer experience.

“We believe retention is the secret to success in archery as well as in business,” Luke says. “Once all those components are in line and maintaining the store becomes second nature, then we will focus on growth.”

Long-term goals are largely to optimize use of the shooting range. Between corporate events, lessons and leagues, there is much work to be done and many potential lifelong customers to be reached, he says. Alongside those



benchmarks, Luke plans to strengthen the youth/teen academy by partnering with nationwide organizations that are dedicated to promoting the sport to the younger generation and beginners.

“We want to be an icon in the sport with a name recognized and trusted around the country,” he states. He truly believes archery can provide a life-changing experience at a cost akin to going out for dinner.

“Archery can become quite a financial commitment once it is determined to be a priority for the shooter, but manufacturers are beginning to flood the market with excellent price-conscious, entry-level equipment,” Luke concludes. “There has never been as many great options for people wanting to try out the sport as there are today.”

Cost is \$15 to rent a bow for an hour onsite or \$5 with your own, including 10 minutes of instruction. Hourlong lessons are \$25 per person; and there are monthly, annual and family package rates as well.

For hours of operation or more information, visit ohio-archery.com or call 440-632-8007. 📞





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Inside Industrial Tapes, Inc:

A Family That Sticks Together

BY HANNAH TAYLOR



Industrial Tapes, Inc. has been a part of the Newbury business community for more than 50 years, distributing tape and packaging products throughout Northeast Ohio. This family-owned company remains an essential provider to businesses across a multitude of industries, ranging from food to commerce.

Established in 1967, Industrial Tapes, Inc. began when Paul Kysela, a salesman for a large office supply company, took a chance on a career opportunity when his employer disbanded his division. After the disbandment, Kysela joined forces with several former coworkers to launch a new concept at the time: several individually owned companies united under one brand name. A separate company, SpecTape, was established in Erlanger, Kentucky to convert specialty products, coordinate branded items, and offer a testing lab for the distributors.

This partnership with SpecTape and 14 other distributors brought increased buying power and claim to a joint facility in Kentucky, allowing an increase in the amount of specialty products that Industrial Tapes could offer customers.

Fifty-three years after its launch, Industrial Tapes remains in the Kysela family. Current owner Alice Munn, daughter of Paul, and her staff of five are dedicated to providing the best solutions to their customers' tape needs. With more than 20,000 available products, Industrial Tapes Inc. is a one-stop shop for tape, packaging, and shipping products. The company's vision: to be the leading provider of pressure-sensitive tapes and packaging solutions to select customers. With a focus on service, selection, and quality, Industrial Tapes is committed to providing product solutions and value.

As a SpecTape distributor, Industrial Tapes must maintain high standards of performance. The partnership provides Industrial Tapes the ability to specialize in multiple lines of pressure-sensitive tape, including cellophane, masking, carton sealing, foil, vinyl, water activated, custom printed, and more. In addition to a wide selection of tapes, the company offers an assortment of tape-related equipment and dispensers and a variety of packaging materials. From packing peanuts to bubble mailers to boxes to custom bags to die-cut tapes, Industrial Tapes lives up to its tagline of tape and packaging specialists.

Even in the midst of the COVID-19 pandemic, Industrial Tapes Inc. has continued to serve customers in need. Because many of its customers are in the food industry and other essential industries, Industrial Tapes was deemed an essential business. When shutdowns began, Industrial Tapes received many letters from concerned buyers regarding the state of the company. While the pandemic brought extreme difficulties and supply chain issues for many companies, Industrial Tapes is weathering economic uncertainty and providing tape and packaging solutions to its customers.





Industrial Tapes, Inc.

packaging and tape specialists



“The business community in Geauga County has been very supportive in helping local companies. Some of the businesses we’ve worked with have been with us for 50 years. They’ve stayed loyal to us. They’ve grown, and so have we.”

- Alice Munn, owner, Industrial Tapes, Inc.

In addition to having several customers in the food industry, a reason for the company’s current resilience and overall longevity may be credited to the fact that Munn recognizes the importance of family.

“We’re very fortunate that we all get along well,” she says. “We rely on each other and trust each other. It has just been a real pleasure to work this way.”

Industrial Tapes Inc. has grown alongside the Munn Family—three generations to date. The family discovered early on that a key to business success is responding to customer needs, which requires consistent evolution and growth. By offering additional products every year, the company has met and exceeded customer needs.

“Our product line has grown,” states Munn. “It seems like every year we are adding something new. We feel like we have a pretty complete packaging line at this point.”

Because of its adaptability, Industrial Tapes has succeeded in helping customers solve inventory issues and purchasing challenges. The end result: increased profit margins for customers.

From its Kinsman Road facility in Newbury, Industrial Tapes enjoys its optimal central location for distribution in Northeast Ohio. In addition to a convenient location, Munn stresses her appreciation for the local business community.

“The business community in Geauga County has been very supportive in helping local companies,” she says. “Some of the businesses we’ve worked with have been with us for 50 years. They’ve stayed loyal to us. They’ve grown, and so have we.”


As thanks for all the county has given them, Industrial Tapes has been generous in return, offering both financial support and volunteering for a variety of organizations. For example, Alice and Tim Munn completed the Leadership Geauga program, a

10-month program aimed at uniting various leaders within the community through education and connection. The experience helps participants develop skills in communication, relationship building, collaboration, and more. Industrial Tapes is also a member of Geauga Growth Partnership, which advocates for economic growth within business communities in Geauga County through support and education.

Munn looks forward to her retirement in the upcoming year and handing the reins off to her son, Tim Munn. Working at his family’s business since college, Tim is ready to contribute to his grandfather’s and mother’s legacy. Confident in all the company has achieved, he looks forward to the future. “I think our company is going to continue on the same path,” he says.

For more information on Industrial Tapes Inc., please call (440) 564-5538, or e-mail: spectape@indtapes.com. or visit: www.indtapes.com

For more information on Geauga Growth Partnership, please call (440) 564-1060, or visit <https://www.geaugagrowthpartnership.com/>

To contact Leadership Geauga, visit www.leadershipgeauga.org or call (440) 286-8115. 





Local Commitment, Global Impact

DDC Clinic Cares for Amish Families, Conducts Research to Benefit the World

BY RENEE M. ERGAZOS

Just outside the Village of Middlefield, DDC Clinic stands among small businesses and large farms. With hitching posts and reused barn stone at the entryway, the building looks more like an Amish structure than a high-tech diagnostics lab or medical clinic. The clinic staff has identified and diagnosed more than 100 rare diseases. Among them, 10 are new conditions that have never been described and are yet to be named. Diagnostic testing can identify genetic diseases at birth or anytime in a person's life. DDC Clinic's Amish Genetic Disease Panel now tests for 160 rare conditions and draws on the clinic's 18 years of identifying, diagnosing and treating rare genetic disorders. The clinic provides care uniquely targeted to fit the needs of the Amish community it serves.

In 1998, a group of Amish mothers from Geauga County visited a clinic in Strasburg, Pennsylvania seeking answers and support for their children with severe medical needs. Five families spent two days at the Clinic for Special Children,



founded in 1989 by Dr. Holmes Morton. When they returned to Ohio, the families shared their positive impressions with a group of Amish bishops, and word spread about the trip. When the Board of Directors at Geauga Hospital learned families had traveled in hopes of receiving medical care for their children, it offered its support to facilitate a clinic locally. In 1999, the Cleveland Foundation granted funding, and the Das Deutsch Center for Special Needs Children (DDC Clinic) was established with a formal board of trustees and nonprofit status.

Today, DDC Clinic serves more than 1,000 patient families from 37 states and several countries. The clinic has become a destination for compassionate, pioneering care, and the doctors are internationally recognized experts in rare genetic disorders.

Caring For Children

All patients are children with special health care needs. Many families come to the clinic seeking answers about their children's chronic severe symptoms. These symptoms exist simultaneously with other medical conditions. With early diagnosis and prevention, many of these chronic conditions can be managed. Patti Gallagher, business manager of DDC Clinic, says, "There are many symptoms that go along with the more prevalent diseases in our society. Many of the children have problems with vision, nutrition, seizures, diabetes and obesity. It is important to study the rare disorders."

Ohio's Amish community comes from a small group of European immigrants. Their insular community shares genetic anomalies that can cause disease and disability and lead clinicians and families on lengthy diagnostic odysseys. Because these genetic diseases are European in origin, they occur in families throughout the world but remain rare and understudied.



DDC's Molecular Diagnostic Lab

DDC Clinic's molecular diagnostic lab works with research teams around the world to develop tests for rare genetic disorders. The lab provides fast and affordable testing to the families who can then receive tailored treatments, family support and patient assistance through the clinic.

As of December 2019, the lab can test for 861 conditions and offer 603 tests. The patient diagnosis rate jumped from 22 percent in 2002 to 80 percent currently. In collaboration with the Middlefield Care Center, parents of newborn infants at the birthing center can have a sample of their baby's cord blood sent to DDC Clinic for

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DDC Clinic Cares for Amish Families, Conducts Research to Benefit the World

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the Amish Genetic Disease Panel, which quickly tells parents if their baby has any of the 160 rare conditions or is a carrier. If a condition is identified, support services can be initiated immediately.

Thanks to donors, United Way of Geauga County, The Char and Chuck Fowler Family Foundation and The Elisabeth Severance Prentiss Foundation, parents pay only \$25 for this testing if they choose it. The lab offers its services to patients and outside physicians throughout the world. It is a certified provider through Medicaid, private health insurance, Ohio's Children with Medical Handicaps Program, and is listed on the National Institute of Health's Genetic Testing Registry.

DDC Clinic's founding principles set the standard that services and treatments extend beyond the Amish community to any family in need and that no family would ever be turned away because of financial need. Children seen at DDC Clinic have multiple, chronic and sometimes life-threatening diseases and see multiple clinical specialists. Many families have multiple children with the same illness. To reduce extensive travel and costs, the clinic coordinates onsite neurology visits, and the hemophilia team of University Hospitals regularly provides appointments at the clinic. Mobile dental care is provided by the Ronald McDonald Care Mobile Dental Program associated with the UH Tapper Pediatric Dental Center.

Dr. Heng Wang, Medical Director

Heng Wang, a board-certified pediatrician with a Ph.D. in biochemistry, has served as the medical director of the clinic since 2002. Baozhong Xin, who holds a Ph.D. in molecular biology, became the clinic's research and technical director in 2005. Dr. Wang serves as the patients' primary care physician, and all medical specialists and care team members report back to him. Families then can talk to one doctor and get a full understanding of all aspects of their child's care, including answers on medications, nutrition and treatments.

The clinic is on call 24/7 if unexpected needs arise. The clinic provides other services, including immunization clinics (offered to the whole Amish community), nutrition counseling, genetic research and counseling, and family support groups.

Communication is an essential piece of comprehensive care. Gallagher says, "The clinic differs from traditional medical offices by taking time to listen. Patient exams are much longer in length. First-time patient exams are two hours long and each follow-up visit lasts one hour. This extra time allows the



Dr. Heng Wang, DDC Medical Director

staff to thoroughly examine each child and go over details with the family. Dr. Wang is in the room for the entire length of the appointment."

Family history is important in the study of genetic diseases. Gallagher says the clinic encourages families to bring grandparents and extended family to appointments to help create a medical timeline for each patient. "After listening to the family's history, I've often heard the doctor ask them, 'Well, what do you think?' Most mothers have not been asked their point of view before, and validating the family quickly builds trust and respect" Gallagher says. "He's empowering the patient's families and that's important."



Family Education/Friendly Environment

All patient families want education, and the clinic tailors its communication to each family's preference. Disorders, treatments and services are explained in detailed, plain language. Newsletters are produced by the clinic. More than 50 research manuscripts have been authored or coauthored by Drs. Wang and Xin and are also used as patient education. Families are encouraged to share these manuscripts with external specialists.

Since 2009, the clinic has been at its current location on Madison Road. The 11,000-square-foot building is one of the first sustainable and energy-efficient buildings in Geauga County. It uses geothermal heating and cooling and solar power. Inside, the building was designed for patient care, education and research. With large exam rooms, conference rooms, treatment rooms, an advanced medical laboratory and office space, the clinic has all necessary resources in one location to provide the most effective medical treatment for the community's special-needs children. A spacious waiting room is designed to resemble a family living room where children can play and parents can relax. "The environment is intended to reduce the anxiety of the patients who have already spent so much time in hospitals and doctors' offices," Gallagher says. "It is also the reason we don't wear scrubs or white coats; it helps reduce anxiety and fear because they are already scared."



The clinic hosts family gatherings and brings in experts to support parents in caring for their child in the home. The clinic has seen that families experience less stress and financial hardship when they are supported as a family unit, so these family gatherings are held on the weekends when fathers can attend. A monthly quilting club is hosted for moms to socialize and to get a bit of respite from caregiving. The quilting club donates quilts annually to the clinic's fundraisers. A monthly coffee hour for mothers with children with special needs is held and often features a guest speaker or a DDC Clinic staff member. The clinic also provides teacher training to Amish schools to inform them on special needs patients.

Funding

Amish families do not traditionally participate in outside insurance programs, and the burden of cost can be a critical factor in their treatment decisions. Another way the clinic supports the community is through helping to arrange for patient assistance. Recently, the clinic expanded its patient assistance program to help local families obtain critical medications and nutritional supplements. The clinic coordinates the programs offered through individual medical and pharmaceutical companies that assist uninsured or underinsured families. Some grants to the clinic are also targeted specifically for patient assistance, which allows families to receive medications, formula and nutrition products at a greatly reduced price. Local families also make year-round donations of diapers, formula and unused medical supplies.

The clinic is funded mostly by individual donors, grants, awards and patient fees. Every year, Amish auctions are held in Middlefield, Spartanburg and Shiloh to benefit the clinic. Quilts, Amish-made furniture and Amish dinners are also created and donated by the community for auction. The annual Patchwork Benefit celebrates the clinic's achievements and helps to continue their work and supports patient families.

The model of care at DDC Clinic creates an informed population of families who can help their children lead happier and healthier lives with less stress and financial hardship. The clinic's worldwide network of support and collaboration continuously expands through published research manuscripts, international conference presentations, genetic panels, newsletters, tourism and education shared with other health care professionals.

Gallagher says that the families who are cared for by the clinic understand their role in this important work. "Our population knows they are being studied and because we can study them, hopefully, we can help with other disorders. They really want to help the overall population. They truly feel it is their gift to the world." 🌍



Kent State Geauga BSN Graduate Serves in NYC Hospital During COVID-19

Kent State University Geauga Campus Bachelor of Science in Nursing (BSN) program 2018 graduate Bailey Hill has been selected by Cleveland Clinic as a nurse who will spend the next four weeks at New York Presbyterian Hospital—an area in the COVID hot zone with a shortage of nurses.

When Bailey received an email from the Cleveland Clinic last week asking for volunteer nurses to help in areas with high volumes of coronavirus inpatients, she immediately replied. Bailey says, "I'm very excited for this. My gut is telling me I need to do it. I just hope I

am chosen to go. My first choice is to be assigned to New York." Prof. Mahli Mechenbier, who had Bailey in English I and II, is not surprised: "Bailey is one of the most culturally aware and kind-hearted students I have instructed in class. She would totally be the first one on a plane to New York to assist in this crisis. Instead of staying away from patients affected by the virus, she signs up to move to New York to help those most in need of care."

BSN Prof. Kerry Myers shares, "Bailey is a detail-oriented practitioner and always has the patients' needs first in her mind." Prof. Melissa Owen, BSN Program Coordinator, adds, "I asked Bailey to speak at her commencement because she is a leader, not in the outgoing sense of the word, but a leader in the sense that she was always there for her cohort in the two years they were in clinical together."

Bailey says that her mother, Holly, is the "best nurse that I know." Clearly, Bailey is following in her mom's footsteps as she embarks on this journey.

Bailey leaves for New York Presbyterian on April 15. The Geauga Campus and Twinsburg Academic Center support you and thank you, Bailey. 🇺🇸

**"I'm very excited for this.
My gut is telling me I need to do it."**

- Bailey Hill



2020 ANNUAL MEETING

The Annual Meeting was held virtually on June 23rd. Christopher Mapes of Lincoln Electric served as the keynote and GGP leadership presented organizational updates and shared future priorities which have been identified in the organization's strategic plan.

Please go to www.geaugagrowthpartnership.com and click on Annual Meeting to view the recording and to download the Annual Report.

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SAVE THE DATE!

NEW LOCATION & VIP EVENT!

We are thrilled to announce that our signature fundraiser, HomeGrown Geauga, is going to proceed as scheduled at the beautiful Sapphire Creek Winery & Gardens! And we are offering a very special VIP Event which will include early admission and a Wine & Cheese guided pairing brought to you by Sapphire Creek and Great Lakes Cheese! It's not too late to sponsor this unique event. For more information visit <http://bidpal.net/ggp20>.

Investor

THANK YOU SPONSORS!



Champion



Innovator



Supporter



Patron





Dear Geauga Business Leader,

I have spoken with several of you since the onset of the coronavirus pandemic. We greatly appreciate that so many of you have asked how you can support **University Hospitals Geauga Medical Center** during this unprecedented health crisis.

Since 1959, UH Geauga Medical Center has cared for the employees, families, children and elderly of Geauga County. Perhaps YOU or your children were born here? I am writing you with this update on our response to the crisis and to ask for your support.

UH Geauga has worked tirelessly in recent weeks planning and adjusting all protocols, procedures and processes. In addition to other critically ill patients, our staff are caring for COVID+ patients and those awaiting test results being processed in our UH Geauga laboratory. In addition, we are supporting a local long-term care facility with COVID+ residents by providing medical staff, equipment, training and advice, and we expect to receive many of these elderly residents as their conditions worsen. Our Amish Nurse Navigator has been regularly educating Amish leadership and we are treating COVID+ within their community as well.

We have received generous supplies of masks, gloves, scrubs, 3-D printed face shields and other PPE from a very generous Geauga community. Our staff have gratefully received an outpouring of LOVE in the form of cards, sidewalk chalk drawings, parking lot posters, meals, Girl Scout cookies and pizza. We humbly thank you all for your comforting encouragement and support.

At this juncture, our greatest need is financial support. To date, UH Geauga has spent over \$547,000 (roughly \$50,000/week) on COVID+ surge plans required by Gov. DeWine and our implementation, including the following:

- Renting triage tent erected at Emergency Dept. for processing patients with physician orders for COVID tests
- Retrofitting 12 ICU rooms w/negative pressure
- Building walls to reconfigure nursing units to accommodate additional negative pressure rooms for COVID patients in isolation and to protect other critically ill patients
- Ordering equipment such as ventilators
- Retraining and reassigning staff to adjust the in-patient case load to protect staff and patients
- Securing additional protective equipment for staff (N95 masks and isolation gowns).



Make Your Health a Priority

Safety has always been a key element of patient care at University Hospitals. We are following COVID-19-related guidelines from the U.S. Centers for Disease Control and the Ohio Department of Health to keep our patients safe at our hospitals and physician offices. We will continue to provide excellent care in a safe environment, even though things may look and feel a little different.

You can now return to UH for services, including:

- All doctor visits
- All imaging procedures, diagnostic tests and lab work
- All outpatient surgeries, not requiring a planned overnight stay
- Treatment of pain or severe symptoms that interfere with your daily life

Our emergency rooms, urgent cares and orthopedic injury clinics continue to be open to meet your immediate health care needs.



Upcoming Health Talks

UH is bringing our health experts to you through a series of virtual health talks. The virtual seminars will include a presentation by our experts and a Q&A session. These events are free but registration is required. Visit UHhospitals.org/Health-Talks to learn more.



Schedule an appointment by visiting UHhospitals.org/Doctors or by calling **440-901-5999**.

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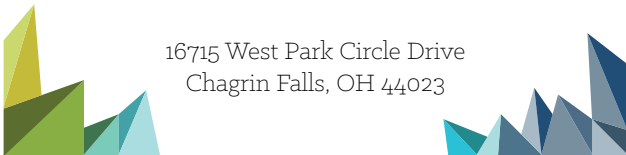


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Tell Your Story.

A creative illustration of a tree. The trunk is a purple pencil pointing downwards. The branches are composed of numerous small, colorful letters and symbols (A-Z, numbers, and punctuation) scattered across the top half of the image, resembling leaves or blossoms.

Words. Photos. Art. That's our business.

Tools of the trade: advertisement, annual report, brochure, press release, website, magazine, etc.

Write 2 the Point's creative team will help bring your story to life and grow your business.



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