



2020
ANNUAL
REPORT
to Community
Greater Olean Area
Chamber of Commerce

2021 Administration

2021 Executive Committee

President - Vicki Blessing
Vice President - Jason Crisafulli
Secretary - Adam Jester
Treasurer - Eric Garvin
ExOfficio - Mari Howard

2021 Board of Directors

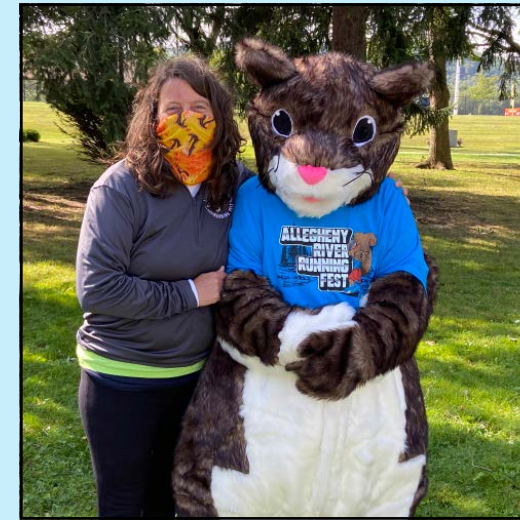
William Aiello, Mayor, City of Olean
Vicki Blessing, Park Centre Development
Terry Brairton, Paul Brown Motors
Christie Brook, Christie's Boutique
Jason Crisafulli, Kinley Corp.
Daniel DeMarte, Jamestown Community College
Anthony Evans, Mayor, Village of Portville
Eric Garvin, Community Bank, N.A.
Mari Howard, Intandem
Adam Jester, Southern Tier Technical Services
Rick Moore, Olean City School District
Gregory Pearl, Mayor, Village of Allegany
John Petruzzi, Petruzzi Insurance
Dennis Pezzimenti, Howard Hanna Professionals
Steve Pokrzyk, Cutco Cutlery Corp
Tim Smith, Mastel Ford
John Stahley, Siemens / Dresser-Rand

Chamber Staff

Lisa Carpenter, Administrative Assistant
Bobi Cornelius, Admin. Services Mgr/Bookkeeper
Erica Dreher, Membership Services Manager
Shelby Lippert, Accountant
Meme Krahe Yanetsko, Chief Operating Officer

CHAMBER MISSION: The Greater Olean Area Chamber of Commerce is a member-driven business organization that provides benefits, programs, services, and events to enhance the area's quality of life and economic climate.

CHAMBER VISION: The Greater Olean Area Chamber of Commerce is recognized as the premier business leadership organization for the advancement of the area's economic well being and quality of life.



Dear Members,

As the pandemic continues—but relief is in sight, the reality is that every business and organization must find a way to remain relevant and to adapt. That's even more true in a membership organization, where we must not only be sensitive to the fiscal challenges so many members are facing, but also reassure them that the Greater Olean Area Chamber of Commerce understands and empathizes with the rigors imposed by the pandemic and is seeking ways to help them.

So, what has your Chamber done for its members and the community??

- Held seven events in 2020 —perhaps not at the level or in the context we've enjoyed in the past, but we've still been able to give something to the community.
 - Increased our communications with you, our members. And we plan to step that up as the pandemic lingers.
 - Redoubled our efforts on social media and have reworked and strengthened our video spotlights on our members.
 - Been an outlet of information on COVID to our members. This will continue this year and as long as is needed.

When this pandemic lifts—and it will—your Chamber will be stronger and will work to rekindle the events, the spirit and the support that have been the trademark of your Chamber for decades.

Sincerely,

Greater Olean Area Chamber of Commerce
 301 North Union Street • Suite 101
 Olean, New York
 716-372-4433
 OleanNYChamber

Chamber Membership

As our office continued to learn more about COVID-19 early 2020 across the globe and in New York State, Greater Olean Area Chamber of Commerce was first and foremost concerned with the health and well-being of our staff and our membership.

New York State directed all non-essential businesses to go virtual beginning March 23, 2020. GOACC staff worked over the weekend to have the office granted exemption and to be designated essential.

Here's the timeline for exemption:

Thursday, Mar 19: GOACC working 75% at home.

Friday, Mar 20: Conference call with CANY - Chambers Alliance of New York- in which it was suggested that Chambers apply for an exemption to the essential businesses. GOACC applied for an exemption Friday afternoon.

Saturday, Mar 21: Received an email stating that the Chamber wasn't eligible for the exemption. Process began for phone and mail to be forwarded.

Sunday, Mar 22: GOACC received email last night stating that the office is essential with working capacity in office 75%.

An application was filled out and sent in the email on March 20th. Below is what was filled in by the Chamber office:

I am requesting that my business be deemed an Essential Business for purposes of Executive Order 202.6 for the reasons listed below.

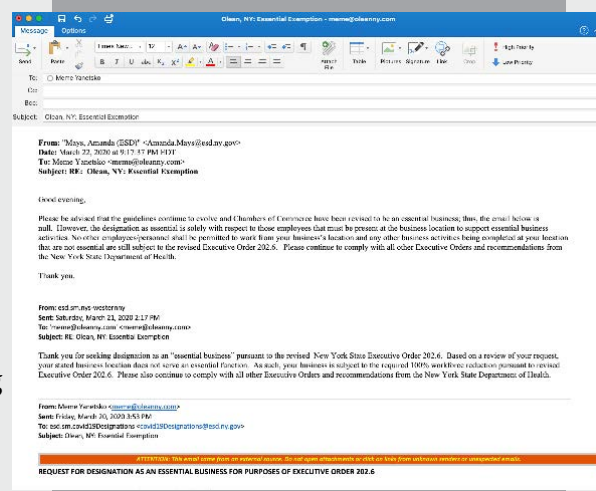
We would like to go to 75% of employees to remain in a locked office and not open to the public.

We are not essential to the public, but WE ARE ESSENTIAL to our member businesses and the community at large.

Thank you for stopping by.
Our office is open, but our doors are locked
 due to COVID-19 restrictions.

Please call the number below and someone will come and assist you.

716-372-4433



Greater Olean Area Chamber of Commerce

Update for GOACC Members - COVID-19: Your Family & Your Business

Update Information from GOACC, Cattaraugus County, NYS and the CDC

THE CHAMBER IS OPEN FOR YOU! Please Chamber members -- as you begin re-opening -- let us know.

- Cuba Cheese Shoppe reopened today. [Check 'em out.](#)
- Green Acres Cafe began last Friday. [Take out specials here!](#)
- La Dolce Vita also is also reopening today with [ordering online for pickup.](#)

These members had been opened during the Pause as deemed essential. They were closed temporarily and now are back open to the community!!

Better Days are Definitely Ahead.

Below is information and listings of community resources for member businesses/ organizations and your employees. We encourage you to read through this email. Common sense. Don't panic.

REOPENING GUIDELINES & TEMPLATES

The Governor's office has released guidelines and business safety templates for industries allowed to begin reopening in phase one. **ALTHOUGH** Western New York (which covers our counties of Cattaraugus and Allegany) are not reopening May 15th, we encourage those

Greater Olean Area Chamber of Commerce

Updates on COVID-19: Guidelines for Business

Update Information from Cattaraugus County, NYS and the CDC

Dear Chamber of Commerce Member:

NYS continues to now operate under a State of Emergency declaration.

NEW from the GOVERNOR'S OFFICE 3/16/2020: The states of New York, New Jersey and Connecticut will limit crowd capacity for recreational and social gatherings to 50 people - effective by 8 PM tonight, March 16, 2020. **NOTICE from CCDDH**

ALL RESTAURANTS and BARS will close for on premise service and move to take-out and delivery only effective 8 PM tonight, March 16, 2020. **NOTICE from CCDDH**

MOVIE THEATERS, GYMS and CASINOS will temporarily close effective 8 PM tonight, March 16, 2020. **NOTICE from CCDDH**

All public assembly and mass gatherings of 500 or more persons are banned in NYS until further notice. Furthermore all businesses are required to cut the listed occupancy of their establishments by 50%, effective at 5:00 p.m. March 13, 2020. **DETAILS**

GUIDELINES for Cleaning and Disinfection: Accordingly please find attached the NYSDOH recommended guidelines for cleaning and disinfection of all public and private places. You should promptly notify all chamber affiliated businesses to implement these practices immediately, and on a daily or more frequent basis. **GUIDELINES**

Guidelines for Cleaning Food Manufacturing / Food Retail

TEMPLATE for businesses modifying their posted occupancy ratings. Each business must determine their fire code established occupancy, divide that number by 2, and then print these

Greater Olean Area Chamber of Commerce

Shop Local. Save Local.

12 DAYS of DEALS

12 Days of Deals • Shop Local • Save Local

Holiday shopping will look a little different this year which is why the Greater Olean Area Chamber of Commerce presents their 12 Days of Deals from Chamber members. This series was created to help local businesses thrive throughout the month of December while encouraging our community to shop local this season.

2020 at A Glance

Office deemed essential

Once GOACC was able to be open and available to our members and the community via telephone and inside our locked office, the staff plotted out ways to get to our members -- see what they needed, how we can help.

HOW MAY WE HELP YOU? Our office staff contacted each member in the weeks following the shut down to gauge immediate needs and to help with questions that members had in regards to COVID.

CONNECTOR: The Chamber is a convener and a connector – it is what we do best. We worked on ways to offer member-to-member engagement; served as a business resource; and supported you and your business needs in a virtual manner.

NEW WAY to do BUSINESS: Our staff conducted any business with customers over telephone, email, fax and mail to minimize the need for customers coming into the office for the time being.

SOURCE OF INFO: Following the Village of Allegany and City of Olean, GOACC created listings for supermarkets: hours of operation, delivery options, and other needed info. GOACC staff created a restaurant listing for any restaurant in the area showcasing their service options: delivery, call ahead and pick up, and hours of service.

LATEST INFO: Early on it was information overload: CDC, NYS, Health Dept, SBA, etc!! GOACC kept our members abreast of all information via email in regards to guidelines, restrictions, opportunities and more. The e-publication is called CyberNEWS and is normally sent out twice a month. After **TWENTY-ONE** COVID19 formatted cybernews in three and half months, GOACC went back to the twice a month format in June.

Creation **AHOPstrong**

COLLABORATION: It's always been there -- partnership, alliance and cooperation among the towns, villages and city around the area. Through a suggestion by Olean resident, Otto Tertinek; #AHOPstrong was created.

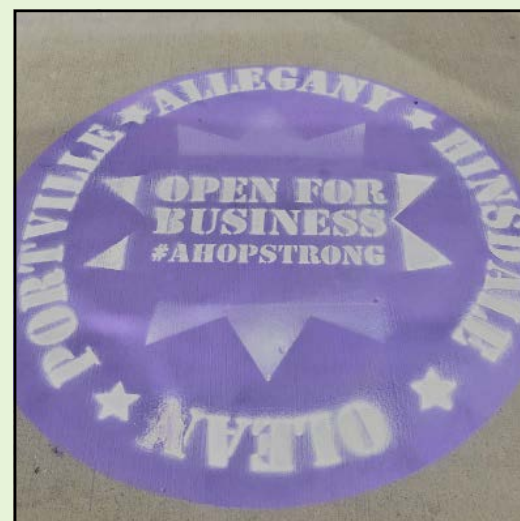
Mr. Tertinek asked Greater Olean Area Chamber to Commerce to rally area residents to show support for locals who are working on the frontlines in the battle against COVID-19 with an area wide celebration in April. GOACC jumped right on board but wanted to collaborate through the AHOP area -- Allegany, Hinsdale, Olean, and Portville.

#ClapBecauseWeCare

Mayors Greg Pearl, Tony Evans, William Aiello; Supervisors Jim Hitchcock, Jeff VanDeCar, Annette Parker, Tim Emley came together and issued a STAND in SOLIDARITY for their respective communities by asking all their residents in giving a two-minute round of applause from their porches and balconies for healthcare professionals, city leaders, first responders, essential business employees, educators and journalists.

From that day in April 2020, #AHOPstrong was created. The clapping and celebrating caught on -- pride continued throughout the communities. GOACC went a few steps further and asked Sports Locker (GOACC member) to create an AHOP stencil -- done! GOACC staff asked businesses if they would like one sprayed with chalk paint in front of their store fronts -- more than 50 stencils were sprayed! The office also had 100 signs created and placed through out the area.

#BellsChristmasEve was another collaboration with #AHOP. GOACC connected and confirmed with the officials from the area towns, villages and cities to encourage area residents, family and friends to go outside on Christmas Eve at 6 p.m. and ring holiday bells, sing holiday carols to spread Christmas spirit and to help Santa fly that sleigh. After a tough year, this was an amazing memory for the kids and communities. Ending 2020 with a bit of magic, hope, and togetherness!
#AHOPstrong



2020 By Numbers

When the calendar rolled over to January 2020, GOACC staff was excited to show off a 'real cool' schedule of events with two date changes and one new event. The Sports, Recreation, and Fitness Expo was moving to May and Gus Macker to June. Plus we added a half marathon in September! One by one, the events got picked off, rescheduled, and canceled.

We did have success in 2020 -- with seven events!

Garage Sale was held in June and attracted 107 households. It looked like everyone was ready for shopping in Phase 3 approved garage sales. Twenty-four foursomes competed in GOACC's Seventh Annual **Corporate Golf Classic** held at the Bartlett Country Club.

ARRIVE•RUN•LEAVE at the **Allegheny River Running Fest** was the tagline for our new event in 2020. With guidelines from health dept, our half marathon/10K run dispersed participants one at a time in spaced out time waves. The event was deemed a success with 125 racers.

For the **10th Annual Southern Tier Corporate Challenge**, we took it virtual and in October! We challenged employers and businesses to encourage their employees to participate by walking or running during their lunch breaks in groups of six or less, to compete while social distancing.

Although the Chamber's **Annual Dinner** was not held in 2020, GOACC recognized Service Store with the Enterprising Business award and the L.O.U.I.E. award to Christopher Napoleon for their involvement and commitment to the greater Olean community.

Santa and Mrs. Claus were on Facebook LIVE to turn the lights on for the **Santa Claus Lane Parade**. They were driven to Lincoln Park by the City of Olean Fire Department. They came back two additional times for a total of four **Visits with Santa**. Inside the cottage at Lincoln Park, the couple visited with families through the windows at the cottage.



#StrongTogether

Members reached out to our office asking how they can support their fellow member businesses and organizations. So we asked you to let us know what you are facing. And you responded -- GOACC and its members came together to help one another, the community, each other!

Here are some of the ways our members helped:

- *Spectrum Reach* offered a free 30-sec video;
- *Intandem* decorated their administration and residential buildings with uplifting pictures -- #INthistgether;
- *Olean Public Library* challenged everyone to chalk their walks with positive and happy images;
- *Ed Bysiek* spun the tunes live from his family's living room to get us up and moving virtually!
- A partnership with *Sound Communication* and *Good Times of Olean* created Twin Tiers Meals -- donate money for meals that were in turn donated;
- GOACC created the AHOP coupon booklet to encourage people to shop local;
- *Baby D's* offered free breakfast for those in need;
- The *Cattaraugus Region Community Foundation*, the *Dr. Lyle F. Renodin Foundation* and the *United Way of Cattaraugus County* engaged in a collaborative effort with other area agencies to deliver a coordinated philanthropic response to COVID-19 pandemic in Cattaraugus County;
- *WGWE-FM* promoted businesses during Free Business Friday;
- Area service clubs (*Allegheny American Legion*, *Olean Rotary Club*, *Enchanted Mountain Exchange Club*, *Olean Area Young Professionals*, and *Zonta Club*) engaged in friendly competition to give back through the Service Above Self Challenge to raise funds for the COVID-19 Response Fund for Cattaraugus County;
- Through *Carpy's Screenprinting*, GOACC unveiled some cool graphics -- like -- Be Like Sam, Wear a Mask and What's Six Feet Apart -- four squirrels!

This list could go on and on and we are sure that we missed plenty. Greater Olean Area Chamber of Commerce is happy to be a part of this community and as we plug along with these never seen before challenges, please rest assured... #InItTogether • #StrongTogether • #AHOPstrong

Greater Olean Area Chamber of Commerce

Shop Local.
We're in this together.
Local businesses need your support now more than ever.

#AHOPstrong



What's 6ft Apart?

IMAGINE 4 LARGE SQUIRRELS STANDING NOSE TO TAIL
Keeping Space Between Yourself And Others
Helps Avoid Spreading Illnesses