



NEPA

Working through COVID 2020

BEST PLACES TO WORK

Thursday, December 24, 2020

TIMES LEADER MEDIA GROUP

Proudly honoring 88 Northeastern Pennsylvania Businesses



NEPA **Working through COVID 2020** BEST PLACES TO WORK

As 2020 comes to a close, the Times Leader Media Group is pleased to honor area businesses in its fourth annual NEPA Best Places to Work program.

Since its inception, Best Places to Work has been a way to showcase local businesses. Employees and readers voted for each as a “best place to work” through print and online submissions during a four-week period.

In these trying times, many companies have pivoted and adapted, so it’s only fitting to honor these businesses with a special publication.

“Our mission continues to let all our readers know that these companies truly deserve to stand out this year for all that they have accomplished,” said Times Leader Publisher Mike Murray. “In these historic times, an award like this signifies their hard work, dedication and desire to put employees first, despite a less-than-ideal climate.”

Many of these businesses, such as Procor Pest Control in Wyoming, were forced to adapt by increasing their online presence, engaging customers on procorpest.com with specials and services. Many other retailers, restaurants and service-oriented groups did the same.

Some were forced to reduce hours, stagger staffing assignments and deliver product in completely different ways.

Whatever the case may be, these companies represent some of the finest places to work in Northeastern Pennsylvania.

Enjoy today’s publication, the photos contained within and the messages from companies who are most deserving of the recognition on these pages.

We wish our area business community the best moving into 2021. Certainly the year will also bring challenges, but with the resilience, loyalty and dedication of talented employees, the community remains strong and steadfast.



Tony Callaio | For Times Leader

Times Leader Media Group Publisher Mike Murray thanked and congratulated all 2019 NEPA Best Places to Work winners while attending the award ceremony at the former Le Manhattan Bistro last year.



NEPA Working through COVID 2020
BEST PLACES TO WORK
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2018 LEGACY BUSINESS OF THE YEAR

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The Lands at Hillside Farms
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Veterinary Referral & Emergency Center
The Woodhouse Day Spa

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Institute for Human Resources and Services
Lehigh Valley Hospital-Hazleton
Luzerne County 911
Metz Culinary Management

Nataupsky Family Dentistry
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The Graham Academy
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We are deeply grateful to those who voted for The Lands at Hillside Farms. Working at The Lands is a lifestyle in which you work intensely and then, when your work is done, you volunteer your other waking hours. The Lands consists of a team that completes the impossible through the sacrifice of time and self. More than a place, it is a family with a goal that will mostly be achieved long after the current team is gone, providing a piece of the sustainability puzzle that will benefit generations to come.



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NEPA's Best Place to Work 2020

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At Choice One, We Are Committed to Our Staff, Our Members & Our Community

We are a community-based Credit Union, and that has never been more important than right now. In this time of fear and uncertainty, it is more vital than ever that we support our local community - both the people and our small businesses. After all, we're all in this together. Our staff has been instrumental in enabling us to provide the services our members need during these unprecedented times, and we thank them for their dedication.

The resilience of our local community is dependent on all of us working together to support local businesses and individuals in need. For some this may mean donating to a local charity, to others purchasing takeout from a favorite restaurant or volunteering some time. Many people you know, perhaps some in your own family, may be without work right now. Many businesses you know may be hurting financially. We can all help in some way.

Ten Tips for Supporting Our Local Community

1. Donate to a local food pantry. Food insecurity is a serious problem, and your support can help our local charities feed many area children, families and seniors.
2. Check on elderly neighbors, relatives and others who may be alone. A call to make sure they are okay is sure to be greatly appreciated.
3. When doing your holiday shopping or any shopping for that matter, remember to support local businesses. Buy gift cards and merchandise from area small businesses. Buy your groceries from local grocers. When you buy locally your money stays within the community and is recirculated into our local economy. Supporting our local businesses can also help keep people in our community working.
4. Support local restaurants. Although indoor dining is not possible right now, you can still order takeout and purchase gift certificates.
5. Give blood if you are able. Our local American Red Cross is always facing shortages and looking for blood donors.
6. Reach out to a friend or someone who might be struggling or feeling down. There are many people suffering with depression and sadness right now. A

- friendly text, a card or call to let them know you are thinking about them just might make their day.
7. If you have the extra money, make a donation to a local non-profit. They are working hard every day to support those in need in our community. If you don't have the extra cash right now, consider volunteering your time to a non-profit. Almost every local charity, from libraries to the local SPCA, is in need of some type of help.
 8. Volunteer to share your talents with a local business. If you have a skill that may be able to help an area business in need - marketing, web design, legal or even accounting - reach out and volunteer to help.
 9. Do your banking at a local Credit Union. Membership in a Credit Union can have a significant impact on the community.
 10. Thank our frontline workers. They are risking their lives and working hard for us every day. It is taxing both physically and emotionally and a thank you will let them know just how much they are appreciated. This goes for those in healthcare, as well as our teachers, police officers, firefighters, grocery workers and others who have been working to meet our needs.



Take good care of yourself. Do your part and make smart choices. Practice social distancing, wear a mask, wash your hands frequently, stay healthy and stay positive. It's important to eat healthy meals, exercise regularly and get enough sleep. If you haven't tried meditation, now might be the perfect time. Although this might not be your primary focus right now, it's important not only to you, but to those who depend on you. Together, we can make an impact on our local community.

Learn more about Choice One Community Credit Union at Choiceone.org



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Sundance Vacations has a rich history in NEPA. Founded in 1991 by Tina and John Dowd, this travel company employs more than 300 people across two states. The company provides vacation packages to clients according to their travel style. Some clients like to take frequent vacations, while other families choose to travel once per year. Either way, Sundance Vacations saves clients' money versus paying the retail rate for their trip. The concept is as simple. Combining the buying power of many travelers with a network of industry connections acquired over decades of service enables the company to deliver economical reservations for our clients at destinations as varied as our clients' interests.



While the headquarters are in Wilkes-Barre, PA, the company has other sales and marketing locations in Harrisburg, PA; King of Prussia, PA; Allentown, PA; Pittsburgh, PA; Shamokin, PA; Tamaqua, PA; Hazleton, PA; and an office in Parsippany, NJ. Many employees at these locations have been with the company for 10, 15, and even 25 years!

"We have a focused attention on our culture at Sundance Vacations. We learned long ago that if we take care of our employees, our employees will WOW our customers with exceptional service. We're so proud to have won several Best Places to Work awards across multiple states. We enjoy

coming to work because our mission is fun and meaningful. We share a common goal to enrich the lives of our customers and each other by helping people to take a vacation." Tina Dowd, Co-Founder

When asked what they think makes Sundance Vacations a great place to work, the employee answers were varied.

"It's the benefits. We have great healthcare, so many vacation days, and the ability to travel to the destinations just like our clients." Valerie B. employee since 2014

"They give back to the employees. Recently we had a three-month program for Mindfulness. Sundance partnered with Studio B, a local wellness coach company, and gave employees free access to stress relieving sessions with on-line and in-person classes. Absolutely amazing." Paige E. employee since 2016

"They support the employees and the community. The Dowds are incredibly charitable to the local community and encourage employees to participate in fundraising. Some of the employees' favorite local charities are CEO Weinberg foodbank, Blue Chip Animal Rescue, and Toys for Tots." - Ron V. employee since 2004

"It's absolutely the culture. I work with people across the company on different business development projects and I'm always impressed with the collaborative attitude and the desire to continually improve the business. Whether it's a fresh approach to an old problem or a suggestion to try something we've never done before." Candy B. employee since 1995

"I'm so fortunate to work for a company who truly cares about their clients, and their employees! They never fall short of showing their appreciation and making us feel valued. Thank you for being awesome Sundance Vacations and thank you for my super sweet award!" Christina A. Employee 25 years

The state of travel has been impacted in 2020, as have many industries across the US and NEPA. However, when everyone is ready to travel again in 2021, Sundance Vacations will be ready with global destinations that our clients and employees love.





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Hillside Farms director says employees deserve the attention



Submitted photo

The Lands at Hillside Farms in Shavertown.

By Patrick Kernan
pkernan@timesleader.com

SHAVERTOWN — If you ask the executive director at the Lands at Hillside Farms, it was a slightly different award from Best Places to Work that the nonprofit should've won.

"We should've been voted for the best employees," Chet Mozloom said. "It should've been reversed."

The Lands at Hillside Farms is a nonprofit organization that runs as an educational dairy farm facility, working with everyone from at-risk youths to local colleges doing scientific experiments.

And, of course, the organization sells its own dairy products. Mozloom said it takes plenty of hard work to keep the farm running. And because of that, it attracts a certain kind of worker.

"We're definitely more toward a family than a team," Mozloom said. "I wouldn't call it a staff.

We're together a lot."

And as with most farms, there's plenty of work to be done: from dealing with cattle and chickens, to dairy store customers, educators and work in the farm's office, there's plenty to do.

"It's difficult work; it takes a special kind of person," Mozloom said. "Working here isn't a job; it's a lifestyle. The award is refreshing and surprising.

"If you're not gonna work your fingers to the bone, you probably aren't going to last," he went on.

But he also made it clear that those who do last become closely bonded to one another.

And those bonds were more important than ever this year, as challenges abounded.

According to Mozloom, when COVID-19 first began to sweep through the country, the Lands at Hillside Farms began to take pro-active action, shutting down the ice cream parlor and only sell-

ing essential products like milk and eggs.

"We were blessed, I have to say that, because our customers ... they came in," he said. "It didn't completely make up for our losses, but it really helped."

But the farm didn't shut down totally.

"A farmer can't close," Mozloom said.

And while some of the employees had to be temporarily laid off due to the situation, Mozloom said all were re-hired in June as ice cream sales were shifted outside to maximize social distancing. Ice cream sales continue to be outside, despite the cold.

"We don't want to risk it," Mozloom said. "We know what 50% capacity is."

And while Mozloom said that he knows that COVID-19 will continue to impact sales this year, he also knows that it's his employees that are helping get through the challenge.



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In December 2020, Action Lift, Inc. reached a milestone—35 years of doing business in the material handling industry. Under President William F. Medico and veteran managers Bernie Thoma, Chet Williams, and Joe Mikiewicz, the company has enjoyed success and grown from four employees to over eighty. Today, Action Lift is the largest, locally owned material-handling equipment supplier in Northeastern Pennsylvania, providing top-notch equipment with the region's best service.



The company is the authorized forklift dealer for Crown Equipment Corporation and UniCarriers Americas Corporation in NE Pennsylvania. Also, Kelley, SkyJack, JLG, Genie, Taylor Dunn, and Cushman are other leading brands that are carried by the company.

Action Lift, Inc. has received numerous awards for excellence in the industry, including the prestigious James F. Dicke Pioneer Award as Crown Equipment's top-performing dealer in North America. The company has also been awarded twenty Crown Summit Awards throughout the years for outstanding sales and customer satisfaction and numerous Goal Buster Awards for forklift and parts sales presented by UniCarriers Americas Corporation.

At the beginning of the COVID-19 pandemic that struck the United States, Action Lift was deemed an essential business. The company offers great service to its customers while maintaining the highest safety standards for their employees and those they serve.

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File photo

Luzerne County 911 worker Jacob Schmitt, who currently works as a shift supervisor, processes emergency calls in this file photo at the 911 center in Hanover Township.

Workers bond at Luzerne County 911

By Jennifer Learn-Andes
jandes@timesleader.com

There’s no way to avoid stress and sadness working at Luzerne County 911 because of the nature of the work, but the way employees cope with it is a big reason the Hanover Township facility is once again deemed a best workplace, said agency Executive Director Fred Rosencrans.

“A lot of them are like a big family, and they really come together and support each other when the emergencies happen,” Rosencrans said. “With this group, I see it every day.”

Telecommunicators who handle emergency calls and dispatch responders are the first contact for people who may be terrified, sobbing, confused or

See ‘911’ | 19

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911

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desperate — or all of those — because of a tragedy, accident, crime or medical problem. Imagine helping a mother frantic because her baby is not breathing.

While many calls come from calm and detached observers or witnesses, the 911 workers never know what to expect when they answer.

“It takes a special person to do what they do, dealing with all the negative calls they receive every day,” he said. “People experiencing the worst days of their lives call us first

for help.”

A private area is available inside the center for workers to quietly process particularly disturbing calls, with counseling services and a stress management team available to help if necessary, Rosencrans said.

As a result of this shared experience of coping with adrenaline-inducing and horrific situations, workers at the agency tend to form tighter bonds of understanding that don’t exist in some workplaces, he said.

“They’re very resilient,” he said.

Rosencrans said a big

part of his role is showing workers they are valued and appreciated.

Managers must consider the “human factor” and realize that positive feedback “goes a long way,” he said.

Although he’s overloaded with projects, including a massive 911 communication system upgrade, Rosencrans said he tries to regularly visit “the floor” where telecommunicators are stationed and encourages supervisors to send communications when they observe accomplishments.

“I think it’s important

See ‘911’ | 21



Rosencrans



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Photos from Last Year



911

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to catch someone doing right instead of catching someone doing wrong all the time," he said.

Rosencrans tries to avoid talking about himself, saying, "I want this to be about the staff."

However, a description he told in passing reflects on his leadership.

He put in more than 16 hours straight and stayed at the center until 1:30 a.m. Dec. 17 due to the snowstorm.

Rosencrans helped the maintenance worker shovel and plow snow for several hours. He



Submitted photo

Luzerne County's 911 center in Hanover Township

assisted an employee stuck in a driveway and trying to get in. He even offered to pull the grill out to make workers hotdogs, although he said they "thought I

was crazy" and ended up using the facility's kitchen.

Additional training programs and a more experienced telecommunicator specialist po-

sition also were added in recent years to help bolster the agency's workforce, he said.

"We tried to make it a better place to work. I think we've come a long

way," Rosencrans said. "I'm not surprised we're receiving these awards because of the work ethic and hard work our employees put in every day."

He recently told county council a staffing shortage is taking a toll and hurting morale because it has led to the

See '911' | 22

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911

from 21

need for more mandatory overtime.

The administration is working with the AFSCME union representing 911 telecommunicators on possible ways to mitigate last-minute overtime mandates, which are the major concern for staffers, he said.

There are 95 budgeted positions at the center and currently 21 vacancies.

Rosencrans said he has stepped up advertising and expects to hire nine new telecommunicators to start training in early January. He is optimistic the remaining vacancies will be filled in February.

The base starting salary for telecommunicators will be \$32,900 in 2021, which is for a 40-hour work

week and does not include opportunities to increase compensation through overtime, holiday pay and shift differentials after training is completed, he said.

Telecommunicator job openings are posted in the career opportunities link under the human resources department at luzernecounty.org.

Compensation begins at the training stage, he said.

Extensive training is required because of the complexity of situations that may be encountered by telecommunicators and the number of entities covering the county, he said. The center processes calls for 178 police, fire and emergency medical service agencies in 76 municipalities countywide.

"We help them to be successful in the position," Rosencrans said of telecommunicators.

Prudential Financial adapting for customers, employees

By Kevin Carroll
kcarroll@timesleader.com

In a year where the guidelines and the norms surrounding workplaces all over the world are changing on almost a minute-by-minute basis, businesses have had to change, and adapt, as well.

Not a problem for Prudential Financial, a Gold Level winner in this year's Times Leader Best Places to

Work awards.

"Prudential is consistently changing and innovating the way it does business, whether it's a new product or new initiative to better engage and educate our customers," said Nicole Strauser, the vice president of

See 'PRUDENTIAL' | 23

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PRUDENTIAL

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Beneficiary Services for Prudential's Scranton office.

Strauser has been in her current office for 19 years, and was hired by Prudential while still finishing her degree at Marywood University.

"When I was still in school, Prudential not only paid for my classes but also allowed me to work around my class schedule," Strauser said. "The company's commitment to ongoing learning and development, work flexibility and purpose have each played a big role in why I've never wanted to leave."

Prudential offers support for businesses and people around the world with insurance and financial needs. They offer a variety of services for their clients, including investment management, life insurance, retire-

ment-related services and more.

Getting to help people is a big part of why Prudential is such a great place to work, according to Strauser.

"It's truly a job with a greater purpose for the greater good, especially since so many can relate to feeling financially insecure," she said. "I feel motivated knowing there are people behind every one of the customer transactions we handle."

The COVID-19 pandemic changed a lot about the way work is done at Prudential; according to their website, around 98% of Prudential employees are currently working remotely, and those employees working in the office are given daily health screenings.

Prudential also covers all co-pay and insurance costs for colleagues



Submitted photo

Prudential Financial is a Gold Level winner in this year's Times Leader Best Places to Work awards.

and dependents who require testing for COVID-19, and have temporarily suspended all layoffs.

On a more local scale, Strauser said

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Commonwealth Health Emergency Medical Services (CHEMS) is a full-service medical transportation provider offering the most advanced lifesaving services in the region. CHEMS serves Lackawanna, Luzerne, Wyoming, Susquehanna, Pike, Wayne and Monroe counties.

CHEMS offers basic and advanced life support, wheelchair van services and bariatric transports. CHEMS is designated as an American Heart Association Training Center and offers ACLS, PALS, CPR classes and other disciplines.



Northeast Veterinary Referral Hospital serving dogs, cats, rabbits ...

By Kevin Carroll
kcarroll@timesleader.com

PLAINS TWP. — Pets are part of the family. Dogs, cats, rabbits, birds — whatever furry or feathery friend it may be, our animal pals deserve to have a high quality of care available to them if the need arises.

So when the residents of Northeastern Pennsylvania need to find the best possible care for their pets, the Northeast Veterinary Referral Hospital is there to help.

Located on River Street in Plains Township, the hospital provides advanced veterinary care for animals and works with primary care veterinarians to determine the best course of treatment for whatever ails your pet.

The hospital is also open 24/7 for emergencies even without a referral from a primary veterinarian, and the facility houses state-of-the-art technology and the capabilities to provide a number of services.

Northeast Veterinary is equipped to perform surgical procedures with a staff of well-trained and well-regarded doctors and surgeons.

The hospital also has specialists in cardiology, physical rehabilitation, internal medicine and even acupuncture — anything and everything your pet might need.



Northeast Veterinary Referral Hospital in Plains Township.

There's also an in-house laboratory that allows the veterinary team to run diagnostics and testing with results obtained on the same day, erasing any possible delays and ensuring that the right course of action is determined as soon as possible.

The lab can perform a number of tests, including blood testing, tests for parvovirus and heartworm, and feline leukemia and immunodeficiency virus testing. The building is outfitted with an x-ray machine, an ultrasound, a CT scanner and the equipment necessary for an endos-

copy.

Even as the COVID-19 pandemic has led to shutdowns and many businesses scrambling to change their plans in order to accommodate social distancing protocols, Northeast Veterinary remains committed to providing the highest level of care to pet owners across the area.

As is the case just about everywhere, pet owners must wear a mask at all times when interacting with hospital staff. In addition, pet owners are asked to remain inside their vehicles when possible while hospital

employees come out to their vehicles, in an attempt to cut down on the amount of time spent interacting face-to-face.

The hospital's machinery and tools are being thoroughly sanitized as much as possible, a practice that was conducted even before the pandemic started.

"Our primary goal is to stay healthy, keep others around us healthy and continue to provide service throughout the duration of this pandemic," reads a statement from Northeast Veterinary's website.

PRUDENTIAL from 23

that the pandemic has led to her office thinking up more creative ways to communicate with customers and with the community.

"What really stood out to me — which I'm very proud of — was how we leveraged this communication to give back to the Scranton community," Strauser said. "We focused on how to really get creative with staying connected with each other, our customers and the community by doubling down

on creative ways of communicating."

Prudential made donations to local food banks, and employees were asked to volunteer by sending a holiday greeting to someone in a local nursing home. For every volunteer, Prudential donated money to "adopt" a family in need.

This way, Prudential was able to help several large families with food, clothing and gifts for the holiday season.

"To me, this creative form of communication was essential for keeping our employees engaged and maintaining our sense of community," Strauser

said. "Our leaders wanted to ensure we continued to make significant inroads to support local organizations during one of their greatest times of need."

What made an undoubtedly difficult time easier for Strauser was the support and hard work from her fellow employees.

"You can really feel the shared commitment to our customers," Strauser said. "It instills a sense of pride and work ethic that truly makes you want to do more and make a difference."

Prudential Scranton is proud to be named

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At Prudential, our people are at the heart of everything that we do. In a year when we were pushed to our limits and tested like never before, one thing remained constant. Our team's unwavering focus on our clients and providing financial wellness solutions. Thank you to all our Scranton associates. You are what makes Prudential a Best Place to Work.



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USHydrations has been bottling high quality products for nearly 25 years

By Bill O'Boyle
boboyle@timesleader.com

PITTSBURGH — With more than 150 employees, USHydrations in Pittsburgh has been bottling high quality water products and beverages for nearly 25 years.

“We understand that in order to make great products, you need great employees,” said President/CEO Joe Lapchak. “Our employees take great pride in their work, and we take great pride in them. Thank you for voting USHydrations among the best places to work in 2020.”

According to the company’s website — <https://ushydrations.com/> — USHydrations:

- Is the premier beverage manufacturer for national & global brands.
- Is locally owned and operated – 164 Commerce Road, Pittsburgh.
- Remained operational during COVID — no layoffs, the entire team pulled together, worked hard and made it happen.
- 2020 was a record breaking year for the company — thanks to the efforts and dedication of the entire team.

USHydrations describes itself as “one of the largest players in the premier beverage



One of the bottling operations at USHydrations in Pittsburgh.

contract manufacturing business,

USHydrations was founded in 1996 as Nature’s Way Purewater Systems, which bottled and delivered natural spring water.

In 2000, Sandy Insalaco Sr. — who, along with his brothers, owned a chain of 14 grocery stores — took majority ownership of

the company.

Insalaco, chairman of the board, said his extensive retail experience provided him with unique consumer insight and vision, prompting him to expand into beverage manufacturing.

As demand grew, Insalaco said his business plan did as well. He moved operations to

a much larger facility — now more than 500,000 square feet — and added advanced equipment and capabilities.

Insalaco is currently chairman of the board at USHydrations and the company’s primary investor. In addition, he’s a principal in the Insalaco Development Group that develops, owns and operates com-

mercial real estate in Pennsylvania, New York and New Jersey.

By all accounts, the company’s operations are the envy of an industry — sleek, stylish and wildly efficient. Inside, bottling lines churn out upwards of 2,200 bottles a minute, or 2.5 million per day.

Encompassing everything from mineral and flavor injections to custom packaging and labeling, the premier beverage contract manufacturer’s clientele includes many of the most prominent global and national brands regularly found on store shelves.

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We would like to thank our staff and express our sincere appreciation for their hard work and dedication. Our Telecommunicators and Support Staff have earned this award for their professional commitment to serve our community 24 hours a day 7 days a week, especially during these unprecedented times.



THANK YOU

For voting Luzerne County 9-1-1 as one of the Best Places to Work for a 2nd time. We will continue to provide excellent service for the residents and visitors of our County and be there as the first point of contact during an emergency.



Thank You, Teammates, For Your Hard Work And Dedication During COVID!

TIMES ARE TOUGH, BUT THE TOUGH KEEP ROLLING



2017



2018



2019



2020



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A Best Place to Work!



McCarthy Tire Service has been recognized as one of the region's Best Places to Work for 2020, Platinum Level. This is the fourth year in a row that our teammates have chosen McCarthy Tire as an employer of choice for northeastern Pennsylvania. This year above all others, we are deeply honored by the award. Our teammates are the lifeblood of our business and the reason for our success.

McCarthy Tire is proud to be a vital part of our nation's supply chain during this challenging year. We are an essential and life-sustaining business, and our locations have remained open during lockdowns and surges in all eight states where we operate.

Our dedicated and hard-working teammates have put forth an amazing effort to service our customers with minimal interruption. Some of our services include:

- Supplying tires and mechanical work for large and small shipping fleets that deliver vital health care supplies, food and beverages, consumer goods, and holiday gifts on tight timetables.
- Ensuring that fire trucks, ambulances, and Red Cross vehicles are available at a moment's notice to help save lives and property.
- Inspecting and servicing personal vehicles so that health care professionals, grocery store staff, and other essential workers can drive safely to their jobs.

- Repairing tires for waste trucks so they can collect trash and recycling materials.
- Keeping school bus fleets up and running when they are needed during these challenging times.

Safety is Our First Priority

McCarthy Tire Service has weathered many serious challenges since it was founded in 1926, and 2020 ranks as one of the most difficult. Throughout the years, the McCarthy family has been committed to maintaining a strong, robust company that can fulfill its responsibilities to our teammates and their families, provide top-notch service to our customers, and support the communities where we operate.

Our people's safety is always our top priority. McCarthy Tire's leadership team, including our owners, senior leaders, safety director, and human resources department, meet regularly to monitor the evolving pandemic. We have been agile, responding to swiftly to changing conditions, but always using CDC and states' guidelines to guide our course.

Looking Ahead to 2021

McCarthy Tire Service will celebrate our 95th anniversary next year. We thank our teammates, customers, and the community for your continued support, and we look forward to a brighter future for all of us.

Thank you for your vote of confidence

Price Chopper named a Silver Winner for NEPA Best Places to Work.

A big shout-out to the readers of the Times Leader for their support. Knowing that we were up against so many great local companies both large and small makes this recognition extra special.

Special thanks to our teammates whose superheroic efforts in serving our community during COVID-19 are recognized and appreciated.

Year 2021 looks to be busier than ever and there are lots of positions available. Check out the facing page for many career opportunities!



We need more good people **LIKE YOU!**

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Local People Recognize Local Needs

As a local company, we understand the importance of a close-knit community and working with those that we know and trust. Our general manager, Wes Rost, grew up in the Back Mountain and noticed some things that could be improved upon when it came to Pest Control in the Wyoming Valley. Our area has unique pest problems based on our geographical location.

Area homeowners have different pest management needs than homeowners in other parts of the country and those needs were sometimes overlooked by the big nationwide pest control company Wes was working for. He recognized the need for a local pest management company that valued its relationships with clients and coworkers. So, in 2019, Wes (along with some close friends and business partners) decided to form **Procor Pest Control**.

Your Pest Control Dream Team

With over 60 years of pest control experience between our senior management team, we know what works and what doesn't. We believe that good old-fashioned customer service is in short supply and, while pest management practices are just about standard across the board, the difference is in the people.

We are a small business that can guarantee a pest control service plan custom to you and your property. We provide the highest quality service at a reasonable rate. When it comes to a pest control provider you need **Professional. Proactive. Procor.**SM



As a creative agency, the talent and abilities that our team brings to the table is **everything**. We started out 2020 with a ribbon cutting at our new state of the art studio and office location, excited to empower our team with a space to create and grow within. Clearly, the year had other plans.

Throughout 2020, Coal Creative has adapted to changing conditions and rallied behind our team. As a result, our team has grown and we have expanded our services to better serve our collaborators and our community.

Thank you to The Times Leader for the highest recognition as one of the Best Places to Work. It truly means so much.

-Holly K. Pilcavage
CEO, coalcreative

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CornellCookson opens doors to long careers



Submitted photo

This photo, taken before the pandemic, shows the CornellCookson team posing in its newly opened expanded area.

By Patrick Kernan
pkernan@timesleader.com

MOUNTAIN TOP — CornellCookson is just a few years shy of its 200th anniversary, and if you ask some of the company's higher-ups, a big part of that long-term success comes down to the talents of individual employees.

Based in Mountain Top, the manufacturing company produces custom garage door, making tens of thousands each year for customers as near as our own backyard and as far away as Cairo, Egypt. And the company can trace its history back to 1828.

A Times Leader reporter spoke with Laurretta O'Hara, vice president of human resources, along with Sean Smith, chief commercial officer, about what makes the company such a good place to work. And according to O'Hara, a big part of it comes down to the employees themselves.

"We have a reputation for quality," she said, saying that the company exclusively makes custom-ordered garage doors to the customers' specifica-

tions. "It means our employees have a great deal of skill.

"People, when they come to us to work, they can build an entire career," she went on.

According to her, nearly a third of the company's employees have been around for 10 years or more, and there are numerous examples of employees rising up through the ranks — pointing to herself, as she started 15 years ago as a human resources manager before eventually ending up in her current position.

It's something Smith agrees with, and said there are plenty of opportunities throughout the whole business.

"It's not only in the shop where there's a lot of room for advancement," he said, with O'Hara adding that there is an incredible amount of growth at the business.

"We're constantly looking for people; we're just

growing that much," O'Hara said, saying that CornellCookson recently added an addition on to the building to keep up with increased demand.

But the pair said that part of what makes the company such a great place to work is its strong employee-focused culture.

"Whenever we have a bigger project, we always ask for volunteers," Smith said, saying that the company wants to ask for people who would be willing to work the extra hours that are occasionally needed for quick-turnaround projects. "And we always have more than enough volunteers."

O'Hara agreed, saying that, over the past few months, there have been plenty of extra projects as the company was building products for essential workers during the pandemic.

"We built things for hospitals that needed expansion," she said. "The enthusiasm is infectious."



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At Rosenn Jenkins & Greenwald, we pride ourselves on being a leader in both law and community service. Our lawyers practice in the areas of Business & Finance, Litigation, Personal Injury, Real Estate, Labor & Employment, Estates & Tax, and more. We have served our community for over 65 years and look forward to continuing to do so from our new offices.

Thank you to our community and employees for recognizing us as one of NEPA's Best Places to Work!

Our new office address is: **Cross Creek Pointe
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Photos from Last Year



USHYDRATIONS from 27

The company offers a vast range of career opportunities across the administrative, manufacturing, quality, logistics and engineering functions — not to mention competitive compensation packages, benefits and incentive programs.

The company considers its employees to be “the heartbeat” of the organization. Company officials said there is a true sense of pride in the work they perform, and their expertise and dedication have been a significant contributing factor to our continued growth.

Insalaco credits the employees for the company’s success.

“Frankly, they do all the work. I’m proud of them,” Insalaco said in a recent Times Leader story. “We invest in the latest technology to be competitive and to get the best product out there. That’s what we have to do to deliver a real good product. I always dreamed to have what I call my ‘Dream Team,’ my ‘Super Bowl team,’ and I’ve got it here today.”

The company’s location offers:

- Easy access to major interstates.
- Within a day’s travel to over 100 million people.
- 50-acre site in Northeastern Pennsylvania.
- Reduced shipping costs to eastern US locations.
- 50 bays so trucks load quickly.
- Strategically situated near many large distribution centers.

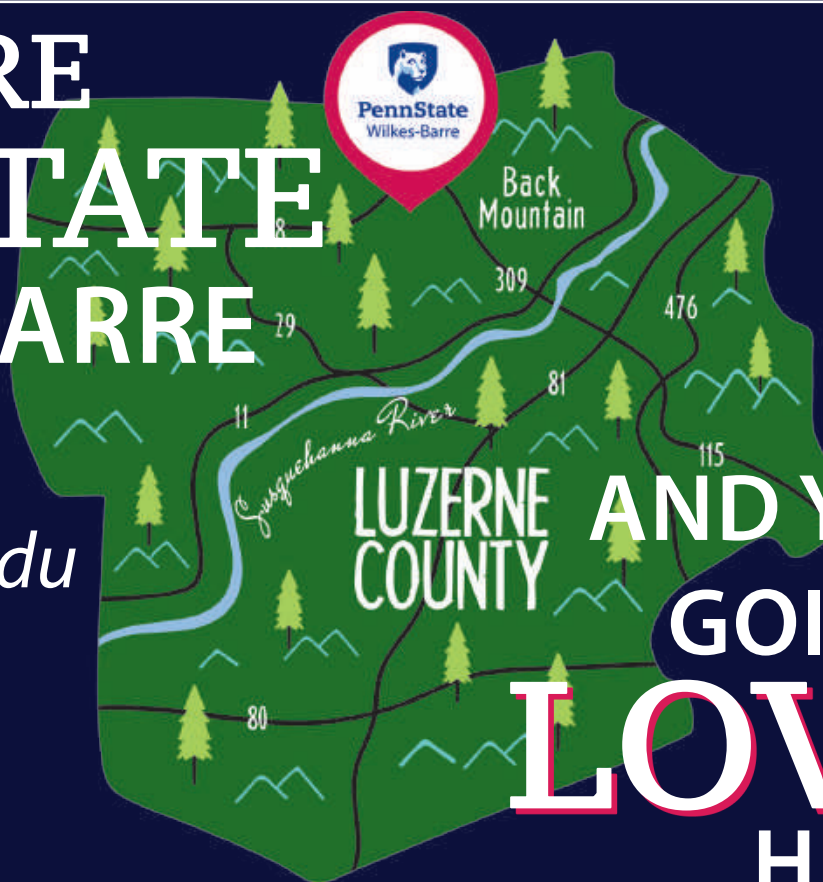


USHydrations is locally owned and operated at 164 Commerce Road, Pittston.

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Career Corner: Medical Repair Technician

The health care industry is continuously innovating and improving the way experts care for patients and save lives.

Because most offices and hospitals rely on high-tech equipment in the modern world, there is a constant need for personnel to ensure machines and working efficiently. If you're looking for an excellent medical position but injuries and illnesses make you uncomfortable, a medical equipment repair field job can serve as a bountiful career.

The United States Bureau of Labor Statistics suggests that the industry's demand for workers will increase 5% by 2029. The growth is expected to result in the creation of 2,800 new positions. Most experts in the field are required to hold a minimum of an associate degree and make a median annual salary of about \$49,000.

Details of the Position

Repair technicians must understand intricate diagrams, schematics and blueprints to troubleshoot, problem-solve and fix equipment issues. Often, the only resource for diagnosis is discovered by analyzing the machine's manual. Techs should be well-versed in disassembling devices and reinstalling the critical parts for proper performance.

Thorough knowledge of microprocessor and microcomputer skills are also beneficial for making an efficient repair.

Entering the Field

This position's educational requirements can vary depending on the hiring facility's demands and the types



of repairs a technician is performing.

For instance, for those who will work on simple machines like electric wheelchairs or hospital beds, on-the-job training may be acceptable. However, for in-depth equipment like defibrillators, scanning devices and X-ray technology, a bachelor's degree is typically required.

Finding a Job

When searching for a job, set your

sights beyond just medical facilities. Check out these statistics from the BLS regarding where repair technicians are employed.

- Twenty-six percent are employed by commercial equipment and supply wholesalers.
- Fourteen percent work for state, local or private hospitals.
- Seven percent are employed through ambulatory health care services.

- Twelve percent serve as self-employed contract workers.

Once you acquire a position, you should be diligent when researching industry trends to stay current on innovations. The field can be competitive, so having thorough knowledge can give you an edge when you're looking for a promotion or new opportunity.



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Career Corner: Becoming a Phlebotomist

You can acquire a rich and immersive role in a hospital or doctor's office after short programs offered by colleges or technical schools.

A phlebotomist plays an essential role in medical facilities by drawing and preparing blood for diagnosis, transfusions and research purposes. In addition to working in multiple health care environments, experts can also feel a sense of pride by assisting during life-saving blood donation events.

During a routine day, phlebotomists draw blood from patients via venipuncture and finger pricks. When working with infants, they will administer heel pricks. In addition to understanding the process, experts must have good communication skills to interact with nervous patients. They must also direct those in their clinic about how to deal with adverse reactions after a withdrawal.

Education Requirements

According to the Cambridge College of Health care and Technology, many candidates must hold a non-degree diploma or certificate from an accredited college, technical school or vocational school. Specified training usually lasts less than a year and combines both classroom learning and hands-on training.

Some hiring managers may require their phlebotomists to obtain and maintain certification from an approved organization, such as the National Center for Competency Testing, the National Health career Association, the American Society for Clinical Pathology; or the American Medical Technologists.



Before applying for a position, compare your certification with the job requirements to avoid applying for jobs without the proper qualifications.

Importance of Phlebotomy

A phlebotomist serves as a bridge between a patient and the laboratory. After receiving a blood sample, doctors can check for life-threatening diseases and conditions. According to the National Heart, Lung and Blood

Institute, a withdrawal can help experts:

- Evaluate how well organs are working.
- Diagnose diseases like cancer, HIV, diabetes and coronary heart disease.
- Check how well medications are performing.
- Find risks for the development of heart disease.

Experts in phlebotomy play a critical role in discovering potentially hazardous health conditions.

Job Outlook

The U.S. Bureau of Labor Statistics shows that the need for phlebotomists will increase at a rapid rate of 17% by 2029, resulting in 22,800 new positions. In 2019, the median salary was \$35,510, or \$17 per hour.

Career Corner: Medical Illustrator

If you desire to help people in the health care industry but your passion is fine arts, consider the job of medical illustrator, which involves both.

A medical illustrator's primary role is designing graphic representations of intricate body parts. The field has evolved from hand-drawn illustrations to using 3D software and digital design.

People interested in these positions should have a strong background in art, biology and human anatomy. According to the Association of Medical Illustrators (AMI), professionals are tasked with visual presentation projects that include:

- Advertising in magazines and film.
- Trade show and museum exhibits.
- Interactive infographics and health games.
- Medical simulation trainers.

Illustrators must showcase highly technical skills and an in-depth understanding of science. If this creative opportunity in health care sounds like an exciting career, check out what to expect, as reported by the AMI.

Educational Requirements

The requirements from employers can vary depending on the responsibilities trusted to a medical illustrator. However, you can follow a few guidelines throughout your education career to strengthen your qualifica-



tions after graduation.

High school students should further their curriculum through college preparatory programs with emphasis on both art and science.

In college, fine arts and biology are necessities for preparation. Talk to your counselor about classes, including the following.

- Art: life drawing, painting, color theory, graphic design and computer graphics.

- Science: vertebrate anatomy, developmental biology, cell biology, zoology and chemistry.

Most medical illustrators are preferred to hold a bachelor's degree with a major in art and a minor in biological sciences or a major in science with a minor in art. Experts also can become board certified to strengthen your chances of landing a role. Receiving the acknowledgment shows, you passed examinations in

business practices, ethics, biomedical science and drawing skills.

Build a Portfolio

While in school, create a website or physical portfolio to showcase your work. A hiring manager will undoubtedly ask you for samples, including drawings, graphic designs and published content. A chronological representation of how you have grown as an artist will show your dedication and commitment to the craft.



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Direct Support Professional: The primary responsibility is to assist adults with intellectual and developmental disabilities inside their homes. Full-time and part-time positions are available. Applicants must possess a valid PA driver's license and a high school diploma or equivalency. The base rate is \$15 per hour and \$15.50 after the training period.

Program Specialist: The ideal candidate will have knowledge and experience with individuals with intellectual and developmental disabilities in a group home setting. The position is full-time and includes providing supervision and management to a residential program. A minimum of a Bachelor's Degree in Human Services or a related field combined with 2 to 4 years' experience is required.



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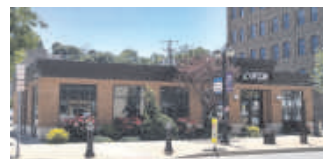
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Career Corner: Social Media Tips for Health Workers

Social media provides an exceptional way to stay in touch with distant friends and loved ones. However, for those in the medical system, it must be used with caution.

The health care industry is a profession of trust and compassion for those seeking assistance. Be conscientious about the things you share and post to avoid breaking the law or ethics regarding your patient's privacy.

While it's great to spread important messages about health and wellness, it's crucial to do so with responsibility. Make sure your posts are thoroughly vetted for facts to avoid spreading misinformation. Not only does this put those who look to you for guidance at risk, but it can affect the way medical peers view your professionalism.

Learn how to use social media to your advantage as a health care professional, with these tips from the United States National Library of Medicine.

Strengthen Your Network

There are many roles in the medical field, where professional relationships can open doors to new opportunities or provide life-saving advice for a sick patient. Tidy up your profile on social media websites and invite peers to join your network.

Engage in discussion regarding your field and post stories or studies that will inspire a conversation. Follow other experts and industry leaders to analyze their research and medical developments that can strengthen your performance.

Speak to the Public



Social media sites make it simple to engage a broad audience about public health progress or promote better wellness. To stimulate community involvement, use marketing tactics to make your posts relatable and appealing, so viewers take action. Be sure to motivate readers to reach health

goals.

In some cases, hiring a professional social media manager can drum up the attention your page receives.

Be Mindful of HIPPA

The Health Insurance Portability and Accountability Act is a federal

law that protects sensitive patient health information. Failure to follow privacy guidelines can result in significant criminal penalties like fines, loss of license and a lengthy prison sentence. Be careful when discussing work with friends or families in person or on social media.



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Berkshire Hathaway GUARD is also honored that this award was chosen in part by its employees. Over 95% of our staff are working remotely during the coronavirus pandemic. We continue to grow and currently employ over 950 staff members, the majority of whom live locally. We are proud to contribute to the future of the Wyoming Valley.

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Career Corner: Is a Health care Career for You?

According to the United States Bureau of Labor Statistics, the health care industry is projected to add more jobs — over 4 million — than any other industry between 2012 and 2022.

As one of the fastest-growing sectors in the economy, positions range from providing direct care for patients to supporting the staff in numerous facilities.

If you're considering a role in health care, it's imperative to ask yourself a few questions before applying to schools or jobs. Here are some factors to think about that are required for a rewarding and exciting career within the industry.

How Interested Are You in Lifelong Learning?

Health care jobs are continually evolving as innovative technology changes how patients are treated, and health developments are discovered. As practitioners adjust their policies to match progressive methods, the entire staff must keep up. Even if your position doesn't include direct care for illnesses, you should be prepared to learn new ideas and processes as the job changes throughout your tenure.

Are You Comfortable Around Illness?

Those who surround themselves in medical environments must accept that they can face life-and-death situations daily. The sad reality is that some diseases or illnesses are untreatable, and you will likely be present when someone loses their

life. Some experts in the field will be responsible for discussing terminal diagnoses or fatal situations with a lost one's family and loved ones. Do you have the demeanor to face these tragic outcomes and regain composure to perform your best for others who require your assistance?

How do You Envision Your Future?
For some busy medical profession-

als, their personal life suffers from the demands of their professional career. Long hours, demanding workloads and significant responsibilities can take a toll on your mental health and wellbeing. Some positions will also require that experts remain on-call to tend to emergencies for the day's duration.

Do You Work Well on a Team?

There is no room for selfishness in the medical field, as decisions can be the difference in life and death. You should plan to work closely with physicians, nurses and other experts and consider their advice if you have questions about a situation. A patient's recovery and treatment can significantly benefit from how well each member of the staff performs and communicates.



Career Corner: Getting a Job Without Experience

Suppose you have recently lost your job or are ready for a change from a current career. In that case, you may find a golden opportunity in health care.

The recession-resistant industry offers numerous positions to those without prior medical experience. By obtaining an entry-level job, hard work and knowledge can help you climb the ranks and find an unexpected passion.

When searching for a new job, an excellent first step is analyzing the types of listings in your area. Check local hospital job boards, newspaper classifieds or ask friends if they are aware of openings. If the position requires some familiarity with the industry, fine-tune your resume to include your professional career or volunteering experiences.

If you're not in a rush to begin a position, consider taking online classes or attending a trade school to meet local in-demand positions' educational requirements.

Nail the Interview

When interviewing for a job in health care, you will hear some common interview questions, as well as some that are specific to the field. Prepare yourself by knowing how to answer these common questions, as suggested by the National Healthcare Association.

What made you interested in working here? It's critical to be honest and show that you researched the company and its mission to guide the public to better health.

What's your biggest strength?



Think of examples and experiences from previous jobs and express how it has prepared you for a medical industry roles.

How do you stay up to date with health care advancements? Now is your chance to show that you're dedicated to furthering your knowledge within the field. Discuss continued

education plans, reading material and studies of interest.

Work Your Way Up

Once you land a position in the industry, try to advance yourself and your career. Pay attention to how upper management performs and reacts to controversy in the office. It's beneficial to seek a mentor who can

guide you through the medical field and recommend you for promotions.

Try to be a team player and role model for your long-time coworkers and incoming employees. Hiring managers notice a good personality and the drive to progress your crew's productivity.



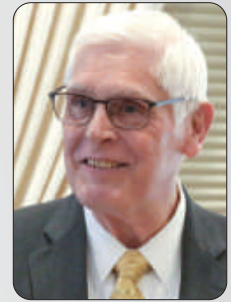
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Kevin O'Donnell in his early years at CAN DO with his mentor and first boss, Joe Yenchko.

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Kevin O'Donnell
CAN DO President & CEO

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CAN DO owns **3 industrial parks** and **1 business park**. Humboldt Industrial Park, Valmont Industrial Park, McAdoo Industrial Park and the CAN DO Corporate Center. CAN DO has developed more than **4,200 acres** adding more than **20,000,000 SF** of industrial space.

LANDLORD

Owns and manages 9 industrial/flex buildings and two office buildings totaling more than **680,000 SF**

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Supports growth of **new businesses** through **start-up ventures** and a business incubator



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The Marywood Advantage

Consistently ranked in the top tier of *U.S. News & World Report's* Best Colleges, students can choose their passion from more than 50 undergraduate majors and more than 30 graduate programs. Our small class sizes are perfect for physical distancing, and our 115-acre campus is located in a low-density neighborhood, making it a safer option for students.

Marywood's modern facilities provide students with the resources they need to help them succeed in their academic and athletic pursuits. Our proximity to state parks makes it possible for students to enjoy plenty of engaging outdoor activities such as hiking, kayaking, biking, and more, further enhancing the overall student experience.

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An exceptional education is well within reach. At Marywood, 99 percent of first-time students receive financial aid. Options include grants, scholarships, loans, and work study. Our cost calculator will estimate your financial aid and scholarship eligibility.

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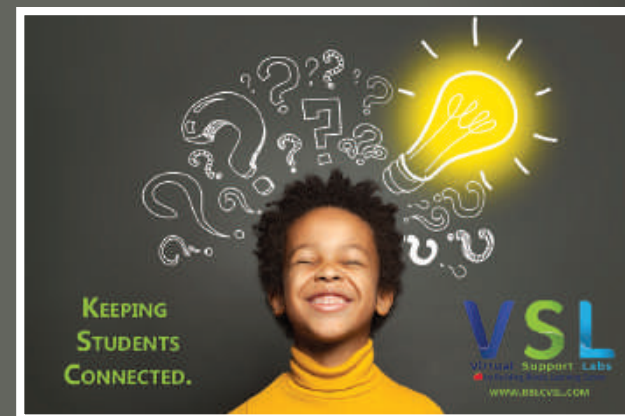
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Building Blocks Learning Center Introduces Virtual Support Labs (VSLs)

Schooling in the time of COVID-19 has been challenging for families. It's been a time of remote or distance learning that has been overwhelming for student, parents and educators alike. It has also been difficult for schools to differentiate and support students with diverse learning needs and provide the individual support they need. Building Blocks Learning Center has always focused on providing children with the tools they need to excel in a fun, safe and nurturing environment. The Building Blocks team is passionate about what they do, and they realize the important role they play in preparing children to reach their full potential. Because COVID-19 has presented so many challenges relating to how children are schooled, the team at Building Blocks felt that many children may not be receiving the help they need to succeed. To address that need, Building Blocks recently introduced a new program – Virtual Support Labs (VSLs).

The goal of their VSL program is to support the educational needs of school age children who are learning virtually in a non-classroom environment. The VSL spaces have been specially designed with health and safety guidelines in mind, as well as a comfortable atmosphere conducive to learning. Building Blocks currently has VSLs in their Wilkes-Barre, Mountain Top and Dallas locations. Introduced only a few months ago, the pop up VSLs have been well-received by parents looking for a more effective learning environment for their children.



Students in each of the labs are supervised by an onsite virtual support facilitator who keeps each student on their individual school schedule and provides assistance with school work as needed. The facilitators ensure students are logged on for classes on time and that they stay focused during classes. They also supervise classwork as it is being completed, as well as independent work, providing assistance where needed. Students enrolled in the different VSL locations are from various area school districts and are on many different schedules, some with a virtual learning schedule and others with non-virtual classwork. The Building Blocks staff ensures each student is on track and receiving the individual assistance they need. This has been a big stress relief for many parents who have been juggling both work and in-home educating duties.

Building Blocks Learning Center VSLs are open to all school-aged children. VSLs are located in the Building Blocks Learning Centers in the Twin Stacks Center in Dallas, in Wilkes-Barre on Route 315 across from the Woodlands and on South Mountain Blvd. in Mountain Top. Building Blocks is committed to supporting area families by offering alternatives for learning and virtual support. To learn more about VSLs, enroll your child, or request additional information, visit bblcvsl.com, call 570-793-1725 or email lgemzik@bblcvsl.com.

To learn more about Building Blocks Learning Center Programs, visit BuildingBlocksLearningCenter.com or BBLCVSL.com

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At Gerrity's, we're committed to our community of Northeast Pennsylvania...

...As a grocery store dedicated to freshness, fairness and maintaining the highest quality standards.

...And as an employer, creating a great place to work, achieve and build futures.

We're **Gerrity's Supermarkets**, one happy, healthy, growing family—satisfying a need, with a will to succeed, and caring for everyone.

Join us as we continue to strive to exceed your expectations!



—Joyce "Mom" Fasula
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What our team has to say

"I would recommend Gerrity's to anyone who is searching for a job that gives you the satisfaction in knowing you are a valued employee."

~ Donna - 7 years of service.

"Working at Gerrity's is a great opportunity to interact with customers & co-workers. Co-workers are great, like family."

~ Sharon - 10 years of service

"Over my 22 years of employment at Gerrity's, never once have I had a problem or concerns that management has not gone out of their way to help me with."

~ Betty - 22 years of service

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