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A DAILY JOURNAL PUBLICATION

SUMMER 2020



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SOUTHSIDE Business Exchange

SUMMER 2020 | VOLUME 18 | NUMBER 2



NETWORKING
IN FRANKLIN

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SUBSCRIPTIONS

SOUTHSIDE BUSINESS EXCHANGE IS PUBLISHED
QUARTERLY BY THE DAILY JOURNAL. THE MAGAZINE IS
MAILED AT NO CHARGE TO BUSINESSES THROUGHOUT
GREATER JOHNSON COUNTY.

TO SUBSCRIBE, SEND YOUR NAME AND ADDRESS TO:

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DAILY JOURNAL, P.O. BOX 699,
FRANKLIN, IN 46131

SOUTHSIDE BUSINESS EXCHANGE IS PUBLISHED
QUARTERLY AND DIRECT MAILED ON THE FINAL
DAY OF FEBRUARY (SPRING), MAY (SUMMER),
AUGUST (FALL) AND NOVEMBER (WINTER).

DEADLINES FOR EDITORIAL CONTENT ARE THE FIRST
OF THE MONTH IN WHICH THE MAGAZINE IS MAILED.

- 4 People on the Move
- 7 Corporate Chatter
- 10 Young Professionals
- 21 Liz Reyer Column
- 22 The pandemic and Amazon
- 24 Is Zoom safe to use?
- 28 Ribbon Cuttings

ON THE COVER

**Cory and Erin O'Sullivan are the
owners of Electric Key Records in
downtown Franklin.**

PHOTOS BY MARK FREELAND

PEOPLE ON THE MOVE

People making news on the southside



TODD DURELL

■ **Todd Durell** has joined the Center for Global Impact as the organization's new executive director. The nonprofit organization is based in Franklin. Durell will lead all aspects of the

organization, including strategic planning, fundraising and overseeing nearly 30 staff members in the U.S. and Cambodia.



KARSTEN FRYBURG

■ **Dr. Karsten Fryburg** has become the latest recipient of the Franciscan Health Healing Hands Award. He has practiced with Franciscan Physician Network Neuroscience Specialists since 2007, and both staff

and patients nominated him for the recognition.

■ **Mike List** of Trafalgar was recognized with the Tulip Tree Award, the highest honor the Indiana Department of Natural Resources Division of State Parks bestows upon an individual.

The DNR Division of State Parks recently honored volunteers, partners and employees for their commitment to conserve, manage and interpret resources while creating memorable experiences.

List's work as a landscape planner includes campgrounds, trails, playgrounds and picnic areas. In 2019, he coordinated the restoration

of the trail through Rocky Hollow at Turkey Run State Park and the design of trails for the Bradt Farm at Versailles State Park, in addition to a variety of other projects and administrative duties.



CASEY J. HAYES

■ Franklin College professor **Casey J. Hayes** has been selected as the recipient of the Fulbright-Botstiber Award in Austrian/American Studies. This achievement marks only the fourth

time a Franklin College faculty member has been named a Fulbright scholar.

Hayes, associate professor of music, A.J. Thurston Chair of Music, music department chair and director of choral activities, is among an elite group of U.S. citizens who will teach, conduct research, and/or provide expertise abroad for the 2020-21 academic year through the Fulbright U.S. Scholar Program. The recipients are chosen based on academic and professional achievement, as well as a record of service and leadership in their fields of research.

Hayes' research will be at The Austrian Academy of Sciences in Vienna, where he will be based during his four months in the program. His research topic is "Rosa Wien" (Pink Vienna) and focuses on the historic role that Vienna played for Weimar Germany's displaced LGBT community, as seen through the eyes of cabaret artist Paul O'Montis during the rise of the National Socialists. Hayes will teach a course on early LGBT civil rights in America and Austria.



JOHN HUDOCK

■ **John Hudock** of Franklin has been recognized by OneAmerica as an ASPIRE honoree as a result of his service on behalf of the life insurance, retirement and employee benefits organization.

ASPIRE awards honor individual associates for exemplary work in five

categories: excellence in execution, outstanding leadership, excellence in partnership, outstanding team impact and distinguished achievement.



KERRY SKURKA

■ **Kerry Skurka**, a registered nurse at Franciscan Health, was honored as a Health Care Hero. Her leadership as a nurse navigator in the cardio-oncology program, her compassionate care

for patients and the inspiration she brings to her colleagues at Franciscan Health has been recognized by the Indianapolis Business Journal's 2020 Health Care Hero Awards. She was named top honoree in the non-physician category at the publication's recent breakfast and ceremony honoring finalists.

This annual program recognizes individuals and organizations in the health care industry who make significant strides improving the health and well-being of the community.

An Indianapolis resident, Skurka's advocacy also has propelled her to work on behalf of the American College of Cardiology to educate Capitol Hill lawmakers about cardio-oncology and to lobby for improved insurance coverage for patients.

■ The Franklin College Office of Diversity & Inclusion announced the recipients of its annual Women of Distinction Awards in celebration of National Women's History Month. The announcement marks the fifth year the college has celebrated women who have achieved, overcome and blazed a trail for other women through their professional leadership, volunteer efforts and civic and campus involvement.

Each year, members of the Franklin College community are invited to submit nominations to honor women in each of the four categories: students, alumni, faculty/staff and community members. The nominees are then judged by a panel and a winner is selected in each category.



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PEOPLE ON THE MOVE

People making news on the southside

All nominees received a certificate and a Women of Distinction leather portfolio, while the winners were honored with a plaque.

Terri Roberts-Leonard, director of the Office of Diversity & Inclusion and organizer of the event, announced the awards via social media. Listed below are the winners in each category:



SAMANTHA LOYD

Student: Samantha Loyd, daughter of Jessica McIntosh of Indianapolis. Loyd excels as a leader in the classroom and has held many leadership positions on campus, including official mentor of the

Launch program, a member of Student Congress, a member of the Black Student Union and a volunteer in Religious Life.

Fellow student nominees: Kinsley Castro, daughter of Cameron Crocker and Jon Douglas of Franklin; **Maya McCloud**, daughter of Damon and Amy McCloud of Kokomo.



ERIN DAVIS

Alumna: Erin Davis of Franklin. A 2004 graduate of Franklin College, Davis has motivated others in various ways. Several years ago she began the "Love More" project to combat messages of hate

that she was seeing around the community. She printed yard signs

and sold them at cost, but once the idea caught on she began selling "Love More" signs, stickers and T-shirts for a profit and donating the funds to various charities, such as KIC-IT, Habitat for Humanity of Johnson County and Gleaners Food Bank of Indianapolis. She has also motivated women by giving them a voice through her local political campaign for City Council. While she ultimately did not win the seat on the council, she did win the support of many in the community. Davis is one of the co-founders of People for a Progressive Franklin, a group started by Franklin women who want to gain equality and respect in local government.

Fellow alumnae nominees: Alexis Beed, teacher in the Greenwood School Corp.; **Tina Jobe-Gross**, chief financial officer for Franklin Community Schools; **Emily Pierce** of Shelbyville, Girls Inc. in Franklin; **Sara Smith-Robbins** of Bloomington, director of Emerging Technologies at Kelley Executive Partners and marketing faculty at the Kelley School of Business.



MARY JOHNSTON

Faculty/staff: Mary Johnston, of Franklin, is the assistant athletic director and head volleyball coach at Franklin College. In her nomination it was stated: "Mary Johnston is always

eager to help serve in campus-wide initiatives meant to support the health and overall wellness of all students. She shows up and is present and supportive, which is huge. She is also committed to fundraising so that no student has to "pay to play," which uplifts women and girls from all socioeconomic backgrounds." Johnston also serves on the college's President's Council for Diversity and Inclusion and directs volleyball camps for the community during the summer.

Fellow faculty/staff nominees included **Allison Fetter-Harrott** of Indianapolis, associate professor of political science; **Andrea Gash**, assistant director of annual giving and special projects in the Office of

Development; and **Sara Kinder**, counselor in the Campus Life counseling center.



SUSAN CRISAFULLI

Community member: Susan Crisafulli of Franklin. One of Crisafulli's nominators referred to her as "a light for countless women, not only on campus, but also in the community." Crisafulli

is an associate professor and past chairwoman of the English department at Franklin College. In addition to working full time, she spends countless hours serving her community by establishing and running a nonprofit, the Imagination Library of Johnson County, that provides free books to children each month. She also serves as a troop leader for Girl Scouts, dedicating time and effort in shaping the leadership and independence skills of many young women. Crisafulli is also the membership/volunteer coordinator for the board of directors of Friends of the Library, which supports the Johnson County Public Library system.

Fellow community member nominees: LeShon Gray, instructional designer at IngenioRx; **Michelle Waugh Dahl**, founder of Michelle's Little Free Pantry.



NAVEED ASLAM RANA

■ Dr. Naveed Aslam Rana has joined Franciscan Physician Network Oncology & Hematology Specialists. He joins a team of physicians and advanced practice providers who care for patients

at Franciscan Health Cancer Center in Indianapolis, Columbus, Franklin, Mooresville and Rushville.

He specializes in treating lung, gastrointestinal and breast cancers and is board-certified in hematology and oncology. He most recently was on staff with Kent Hospital in Warwick, Rhode Island, where he was chief of the division of hematology/oncology.

CORPORATE CHATTER

Companies making news on the southside

IU Credit Union receives Best Places to Work award

IU Credit Union has been named as one of the Best Places to Work in Indiana. This is the 15th year for the annual program created by the Indiana Chamber of Commerce and Best Companies Group.

To determine the Best Places to Work in Indiana, companies from across the state entered a two-part survey process. The first aspect consisted of evaluating each nominated company's workplace policies, practices, philosophy, systems and demographics. The second part consisted of an employee survey to measure the employee experience.

Crane Credit Union ends 2019 with record highs

Crane Credit Union reported strong results last year. Membership increased over 6 percent to 52,796 members. Also credit union assets increased over 5 percent from the previous year.

Franklin College again named Tree Campus

Franklin College has earned a Tree Campus USA recognition for the seventh consecutive year by the Arbor Day Foundation for its commitment to effective urban forest management. The college is one of 10 institutions in Indiana to earn the distinction.

Tree Campus USA is a national program created in 2008 by the Arbor Day Foundation to honor colleges and universities for promoting healthy trees and engaging students in the spirit of conservation. Franklin College achieved the recognition by meeting Tree Campus USA's five standards:

maintaining a campus tree advisory committee, developing a campus tree care plan, having a campus tree program with dedicated annual expenditures, planning an Arbor Day observance and conducting a student service-learning project.

Kiwanis donates to local YMCA, family of fallen officer

Perry Kiwanis Co-President Dale Nordholt recently presented a check to John Schwenker, executive director of the Baxter YMCA. The donation will help enable southside families with financial needs to use "Y" services and programs. Baxter partners with Kiwanis to host the Kiwanis/Riley Hospital Bicycle Safety Program. Also, Baxter hosts the club's concession stand during spring and fall youth athletic league games. This is one of the club's fundraisers held to support various community organizations, including Hunger Inc., Riley Hospital for Children and college scholarships.

The club also recently donated \$250 to the family of Breann Leath, an Indianapolis Metropolitan Police Department officer who died in the line of duty on April 9.

Franciscan Health Indianapolis birth center earns designation

The Indiana State Department of Health has announced Obstetric and Neonatal Level III certification of Franciscan Health Indianapolis, signifying the steps that the hospital has taken to provide specialty care to patients with more complex maternal and fetal conditions and complications.

Requirements include 24-hour, in-house availability of a neonatologist and obstetrician, along with other support services. Angela

Bratina, director of the Family Birth Center at Franciscan Health Indianapolis, noted that the designation also requires a high level of quality improvement and education of all members of the hospital team.

Franciscan Health Indianapolis is the first hospital in south Indianapolis to complete the designation process as a Level III.

Bank donates to charities amid COVID-19 pandemic

Horizon Bank pledged \$250,000 in aid for those affected by the COVID-19 pandemic. Funds were allocated across several not-for-profit groups that are working to assist affected individuals in communities in Indiana and Michigan.

The bank's donations are supporting local area United Ways, food banks and those that provide rental assistance.

College to receive \$1 million estate gift

Franklin College has been designated to receive a \$1 million revocable estate gift from Dr. Michael W. O'Dell, a 1981 graduate of the college and a current member of its board of trustees.

O'Dell is a professor of clinical rehabilitation medicine at Weill Cornell Medical College of Cornell University. He is nationally recognized for his clinical expertise, education and research in the area of neurological rehabilitation in people with stroke, multiple sclerosis, traumatic brain injury and neurological tumors, among others. He earned his bachelor's degree in biology and chemistry from Franklin College and his medical degree in 1985 from Indiana University School of Medicine.

CORPORATE CHATTER

Companies making news on the southside

O'Dell's estate gift is designated to further the sciences at Franklin College.

Perry Township schools honored as distinguished district

The Indiana Department of Education has announced the recipient of the 2019-2020 Title III Distinguished Indiana School District Award. Perry Township Schools was chosen for demonstrating a commitment to English Learner success through strategic programming, rigorous instruction, inclusive school culture and beneficial partnerships with families and the community.

Perry Township Schools was selected after a review of English Learner performance data from all public school districts and charter schools, followed by a two-part interview process, including an on-site visit.

Two nonprofits honored by White River Rotary Club

Greenwood White River Rotary Club announced its 2020 Impact Awards, which are given to Johnson County nonprofit organizations that impact the community by providing services that make the county a better place to live. This year's recipients are Johnson County Senior Services and The Refuge.

The Rotary Club raises funds through sponsored community service projects and is made up of local business and professional leaders who want to use their talents and resources to help the community.

Franklin College's #GIVETOGRIZ campaign raises \$247,000

Franklin College students, employees, alumni, trustees and friends came through during the college's eighth annual giving day,

#GivetoGRIZ, on April 16. The result was the most successful one-day giving event to date for the college.

The college raised a total of \$247,971, surpassing a goal of \$150,000. Meeting the initial goal unlocked over \$50,000 from the college's challengers, who pledged money toward the challenge goals for this specific event. Donations reflect an increase of 50 percent compared to last year. The total number of donors for the day was 1,086, an increase of 7.3 percent from last year and surpassing the goal of 1,000.

The money raised during this one-day giving event goes toward the Franklin Fund to help provide tuition assistance for Franklin College students. Nearly 100 percent of Franklin College students receive some form of financial aid, many of whom would not otherwise be able to afford a college education. The funds will also help cover unexpected expenses associated with the need to make alternate learning a reality due to the COVID-19 pandemic. This includes a web-based conferencing system, increased access to an online platform for course instruction, additional cleaning supplies and anticipated costs associated with the basic needs of the students.

Franciscan Health Adult ICU Receives Beacon Award

The Adult Intensive Care Unit team at Franciscan Health Indianapolis has earned the American Association of Critical Care Nurses Silver Beacon Award for Excellence.

This three-year award recognizes the high level of care and quality of work environment of this hospital unit's staff. Units that achieve the Beacon Award standards also meet criteria

consistent with many other national quality awards, including Magnet Recognition and the Malcolm Baldrige National Quality Award.

Kiwanis donates to Changing Footprints organization

Perry Kiwanis has donated \$500 per year for the next two years to Changing Footprints, which collects new and gently used shoes and distributes them to needy people.

The organization serves the southside community with large giveaways of shoes in Whiteland in October, the south side in November, along with back-to-school giveaways in Perry Township.

Perry Kiwanis also helps support various community organizations, including Hunger Inc., Riley Hospital for Children and college scholarships.

Farm Bureau issues premium refunds due to pandemic

Indiana Farm Bureau Insurance will provide clients premium refunds of \$20 per eligible vehicle insured due to fewer cars on the road during pandemic-driven, stay-at-home orders. The premium refunds will be distributed to clients automatically by check or EFT, depending upon how they currently make payments; no additional action is necessary.

This action comes after Indiana Department of Insurance announced a 60-day moratorium on insurance policy cancellations for nonpayment of premium and assessment of late fees for any policyholder in Indiana. Indiana Farm Bureau Insurance implemented premium due date extensions from March 19 to May 18 for clients experiencing hardship as a result of COVID-19.

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FranciscanHealth.org/CovidAware

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BROADENING FOCUS

STORY BY JENN WILLHITE | PHOTOS SUBMITTED

Franklin Chamber
of Commerce
strives to include
younger generation
of professionals



W

When Rosie Chambers took on the role of executive director for the Franklin Chamber of Commerce, she had a vision.

In an effort to make the chamber more accessible and relevant to all ages, she launched the Franklin Young Professionals Network in 2019.

Chambers says she was inspired by her 22-year-old son, Matthew, who was fresh out of college and working for Eli Lilly and Co. Floundering in a sea of more than 45,000 fellow employees, he expressed frustration and feelings of isolation as his work environment was a stark contrast to his collegiate ties and experience.

"The Young Professionals group is for people like him who are seeking that sense of community," the 55-year-old Chambers says. "When you first graduate from

college, and in the years following, your core group has splintered off. Such was the case with my son, whose friends all moved back home following graduation."

Twenty-five-year-old Will Endris is a sales associate with Leugers Insurance Group in downtown Franklin.

Endris says when he graduated from Indiana University in 2017 with a degree in advertising, he viewed the chamber as an essential part of the professional strides he planned to take.

"I'm from around here and thought that hopping into the business world, it will be a piece of cake because I am in the business world and know a lot of people in this area," he says. "But I found out that wasn't really true and struggled for the first year or two and then found value in the chamber, going to events and seeing people consistently and making those connections."

Endris met Chambers and was later asked to come aboard as a member of the chamber's Ambassadors program, which helps promote the organization and its role in the community. It wasn't too much later that the Franklin YP networking group was established. The group's events, which are held quarterly at various local businesses, generally draw a crowd of more than 30 people.

Chamber committee members agreed upfront that as part of their continued effort to change the face of the chamber to one that is more inclusive to professionals of all ages, they raised the YP group's age limit to include individuals up to 40, Chambers says, to help serve that population, let them know the power of the chamber and its connections, and to anchor them in the community.

Chambers recalls Endris attended the first YP meeting, and like so many others, he spoke of the professional issues he was having and expressed appreciation for the YP organization and what it was offering.

Pictured: A Young Professionals Networking event hosted by Franklin Chamber of Commerce was at Shale Creek Winery in Franklin.



There are a variety of issues young professionals face in the workplace, Chambers says, and for older generations it is difficult to come to terms with how vastly things have changed.

“One of the benefits the young people have is they can multitask like no one’s business,” Chambers says. “They may be looking at their phones, but they are more engaged than most people in the room. Just because they aren’t making eye contact doesn’t mean they aren’t engaged.”

Bridgette Hardamon joined Franklin’s YP networking group when it launched, she says, and it has certainly helped her professionally.

“It’s just been a great way for me to meet others who I may not meet on an everyday basis,” the 26-year-old Hardamon says. “You never know when that might be something that helps in my daily work or some way I can use them for a reference or help them in their work.”

She says one issue she believes young people continue to face is a sense of apprehension that accompanies inexperience.

“I think they are a bit more timid, as far as what I’ve seen, to get out there and network and ask for help,” she says. “Whereas, I think those who are a little older and more experienced are more comfortable with networking and asking for references.”

Those who are new to the professional networking scene may easily get discouraged, Endris cautions, but they shouldn’t be, as establishing connections and reaping those benefits takes time.

Endris acknowledges there are many unknowns young professionals face as they enter the work force, especially since some businesses like tradition, and new perspectives aren’t always valued or welcome. And when young people feel as if they aren’t being heard, it leaves a lot of unanswered questions, he says.

If there is one piece of advice he would give to other young professionals, it is to have patience.

“It takes time to build relationships, so be consistent, go to events and talk to the same people,” he says. “Don’t

be frustrated if you are two to three months in and are wondering, why aren’t people calling me? It takes time.”

Chambers says those who are interested in joining the group don’t even have to live in or have a business in Franklin. The group is for professionally minded individuals to establish meaningful professional connections in the community, she says.

Looking to the future, Chambers is hopeful the organization continues to grow and thrive. And, with that growth, maybe the perceived face of the chamber will transition from one for the older generation to one that is supportive of every generation, she says.

“I want to create awareness for that generation of under 40s, and it isn’t all millennials; it is for everyone to understand what a chamber of commerce is and what it does,” Chambers says. “It helps the chamber to not be a stodgy organization. It makes sure we are aware of the upcoming leaders in the community, so we are ready to meet everyone’s needs.”



110 years of serving and honoring our community

The Franklin Chamber welcomed more than 300 at the Annual Awards Banquet. In addition to Mayor Steve Barnett's State of the City Address, annual awards recognized the following deserving community leaders.

- **Community Service Award** – Johnson County Senior Services
- **Community Impact Award** – Johnson County Community Foundation
- **Business Hall of Fame Award** – Mutual Savings Bank
- **Ambassador Team of the Year** – Qaia Fitzpatrick, Radwell International; Chris Beil, First Merchants Bank; Andy Moorman, NSK Precision



Johnson County Senior Services



Johnson County Community Foundation



Ambassador Team of the Year



Mutual Savings Bank

UPCOMING EVENTS



Look for event details and updates at franklincoc.org.



COVID-19 Crisis Resources

Find the resources you need to navigate the COVID-19 crisis at franklincoc.org.

- For Your Business and Employees
 - For Your Health
 - For Your Community



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Ellen Fredbeck- Ramirez

AGE: 30

HOMETOWN: Franklin

EDUCATION: Franklin Community High School;
bachelor's degree from the University of Colorado;
J.D. from Indiana University Maurer School of Law

COMPANY AND JOB TITLE: Associate attorney at
Deppe Fredbeck & Yount



One of the perks of practicing in a somewhat small town is I am not pigeonholed into one uber-specialized practice area. My main focus areas are serving individual clients with estate planning (everything from wills, to special needs trusts, to long-term care planning) and helping to advise municipal and corporate clients on day-to-day legal issues. We also provide several other services that intersect with our focus areas, for instance guardianships and real estate matters.

WHAT ATTRACTED YOU TO THIS PARTICULAR CAREER FIELD? Sometime during college I realized that I was just about equal parts analytical and creative. I thought that combination would make me a viable candidate for law school and that law school would be an avenue that would allow me to help people.

WHAT IS YOUR PROUDEST MOMENT AT YOUR JOB? At the risk of sounding completely cliché, for me it's the little things, whether it be easing someone's worries about the future by formulating a plan or working out a solution to a current problem. I also like the (somewhat rare) times that I get to tell people that they don't have a legal problem after all. Those little wins are what keep me going.

DESCRIBE YOUR TYPICAL WORKDAY: First, scan my inbox for any questions or issues that need my immediate attention and take care of those; next work on drafting the most challenging document on my desk at the moment — whether it be a trust, a contract or something to be filed in court. Then I may have individual client meetings or brainstorming sessions with the other attorneys in our firm, legal research, a blog post to write or any combination of those. At the end of the day, if I have the time and mental energy, I catch up on continuing education materials. There is always something changing in the law or a new tip or trick to be learned.

AS A YOUNG PROFESSIONAL, WHY ARE YOU OPTIMISTIC ABOUT THE FUTURE? I am optimistic about the future because I know that by maintaining a positive outlook and strong work ethic, surrounding myself with good people and keeping my faith, I will be fine. I can't always choose my circumstances, but I can choose how I respond to them.

AND WHAT WORRIES YOU ABOUT THE FUTURE? I worry that in the future, new technology will fundamentally change the way that legal services are given. Change is, of course, inevitable; what concerns me is the potential for those changes to chip away at the most rewarding or interesting aspects of my job. For example, right now we are able to have a client-centered practice where we can focus on an individual client's goals, worries and problems. I would hate to have to switch to a high-volume practice where the human element is not there or not the same.

WHERE DO YOU SEE YOURSELF 10 YEARS FROM NOW? In terms of my career, I see myself as a partner in this firm while also making time to continue to volunteer in the community.

FAMILY: Husband, Juan; parents, Eric and Jan; sibling, Doug; grandfather, Mel.

HOBBIES, INTERESTS, WHAT YOU DO FOR FUN: Dancing with Juan, reading, playing frisbee with our dog, listening to and playing music, and gardening. Also traveling and going on hikes, but of course not during the health emergency!



Jessica Giles

AGE: 23

HOMETOWN: Franklin

EDUCATION: Franklin Community High School;
Indiana University — Bloomington

COMPANY AND JOB TITLE: Executive director for
Discover Downtown Franklin

WHAT ATTRACTED YOU TO THIS PARTICULAR CAREER FIELD? I am passionate about my hometown and the individuals who work so tirelessly to make it special. This includes our local business owners, government employees, fellow non-profit organizations and many others. I want the upcoming generations to walk down Jefferson Street and say, “Wow, am I lucky to live here.” Just as I do, every day.

WHAT IS YOUR PROUDEST MOMENT AT YOUR JOB? Is it weird to say that I feel as if I haven’t experienced my proudest moment yet but have a strong sense of what that moment will be?

Let me explain. I haven’t had the opportunity to run one of the events before. Discover Downtown Franklin has five major events on an annual basis: Strawberries on the Square, Hops & Vines, Ethos Celebration of the Arts, The Holiday Lighting and our Farmers Market.

This is going to sound like a detour, so hang in there. My first day on the job, Tara Payne, the city of Franklin’s director of public relations, said to me, “Make sure that during your

first event, amidst the chaos, you take two minutes to look around and truly see the joy on people’s faces.”

I think that those two minutes of appreciation will be my proudest moment.

DESCRIBE YOUR TYPICAL WORKDAY: My workday is usually a mix between being at my desk to make calls/send emails and going to various meetings. It is kind of the best of both worlds. Being away from my desk allows me to clear my headspace and make concrete goals for when I return. I am lucky enough to have the majority of meetings within walking distance, as well.

AS A YOUNG PROFESSIONAL, WHY ARE YOU OPTIMISTIC ABOUT THE FUTURE? I’m optimistic about the future because I am beginning to see this steady shift toward shopping local and being part of a community (specifically for recent college graduates and young families). There is a certain, distinct sense of passion when you are working to improve something as dear to you as a hometown. It’s wonderful to see multiple generations of people striving for a common goal, and I

don’t think that will deviate in the years to come.

AND WHAT WORRIES YOU ABOUT THE FUTURE? Honestly, the unknown. The current crisis of COVID-19 has shown me how quickly one’s entire life can change. I hope, if anything, the pandemic brings us closer (figuratively, of course) so that we are better prepared for storms ahead.

WHERE DO YOU SEE YOURSELF 10 YEARS FROM NOW? I see myself sitting in front of a fireplace, reading a book from Wild Geese Bookshop, drinking a cup of coffee with my husband. Maybe later that day (still 10 years from now) I’ll have plans to go on a bike ride with my parents or meet some of my friends at the Willard. Possibly even a couple of kids. Evan and I have a lot of loved ones close by, so Franklin seems like a great place to raise a family.

FAMILY: Husband, Evan Giles; parents, Jim and Beth Admire

HOBBIES, INTERESTS, WHAT YOU DO FOR FUN: Reading, playing volleyball, crafting, vintage shopping, being with family and friends.

Cory O'Sullivan

AGE: 39

HOMETOWN: Franklin

EDUCATION: Franklin Community High School; some college

COMPANY AND JOB TITLE: Electric Key Records (co-owner); Dowel Pro LLC (owner)

WHAT ATTRACTED YOU TO THIS PARTICULAR CAREER FIELD?

I've worked in many fields. I've worked in construction, factory work, retail, I was even a car salesman for a year, but I was never happy working for someone else's vision. The same thing applied to college. I've always had a hard time with structure. When the focus is supposed to be on one thing, my attention usually veers off into the weeds. Being a business owner gives me some of that freedom. When questions arise, it's worth exploring them. That's the attraction. I can put on many hats. I have a loose schedule, but usually if I find myself burned out on a certain aspect, I can shift gears and work a different job for a week. It keeps a kind of flow state that benefits any business.

I started Dowel back in 2013. We are a utility contractor. It's very mechanical and technical, but it doesn't leave a lot of room for creativity. That's where the Electric Key Records comes in. My wife and I met playing music in a local band. Needless to say, music has played a huge role in our relationship.

When we discussed starting a business together, a record shop was a no-brainer. We got back into vinyl about a decade or more ago. We both had a record collection as kids. Then we both had a huge CD collection as teenagers and young adults, but CDs started getting phased out 10 to 15 years ago, and we were left with a void. We both loved going to music stores to find new stuff, but they were going away. Until we started seeing vinyl at antique stores. It kind of became our weekly date. We'd hit



an antique mall and just dig the place for good vinyl. Eventually we had a collection of several thousand records. Physical media for music is the whole package. The art, the poetry, the music. It's the trifecta, and there is no better format than vinyl for all three.

WHAT IS YOUR PROUDEST MOMENT AT YOUR JOB? We have a couple of listening areas in our shop. You can grab a record off the shelf and put it on one of our turntables. Anytime a family comes in with a little one and the kid picks a record, puts it on the turntable, then listens. It's amazing. Kids are so used to pressing a button and everything is done behind the scenes, but when they see the mechanics of something, new doors open.

DESCRIBE YOUR TYPICAL WORKDAY: Before the social distancing, we get up at around 6 a.m. to get the grade

school kids on the bus. I start work with Dowel Pro. Which means I get the workflow for the day or week started. At least once a week I'm up on 86th Street meeting with Vectren. No matter what, I have to be back home by 10:45 so that Erin can get to the record shop to open. From 11 to 3, I'm taking care of our 2-year-old son. Then in the afternoon, Erin and I switch at the shop, and I close Electric Key at 7 or 8 depending on the time of year.

After I get home, I have dinner and start working on paperwork of all kinds for both businesses. That usually wraps up somewhere between 9 and 10:30. And Erin and I take turns putting the 2-year-old to bed. So that's usually sprinkled in.

AS A YOUNG PROFESSIONAL, WHY ARE YOU OPTIMISTIC ABOUT THE FUTURE? I see a world where Main Street is just as diverse and appreciated as a connected world through the internet. I grew up in that weird time with no internet and then

suddenly there was internet. I've seen both sides in my youth, and I'm very excited about how that perspective is very important in today's economy. The appreciation of the handcrafted, local products is just as important as convenience online. Many doors are open.

AND WHAT WORRIES YOU ABOUT THE FUTURE? Inevitably there's a changing of the guard. It's unavoidable, and very few people can keep their finger on that pulse during the change. I may love what I'm doing, but that doesn't mean enough people will care enough to allow it to be a career.

WHERE DO YOU SEE YOURSELF 10 YEARS FROM NOW? Some form of manufacturing. My interests are mechanical and creative. Building something unique from the ground up is the link between those two states of mind. I see Electric Key Records as an umbrella store for many interesting items.

FAMILY: My wife Erin and I have three children. Our daughter is 12. Our

oldest son is 10, and our youngest son is 2.

IMPORTANT LIFE INFLUENCE: I think my grandfather is the one responsible for my career direction. When I was 23, he and I started R&S Products doing the same contract work that Dowel Pro does. My grandfather was a total tinkerer. He would tear anything mechanical apart to fix it; in the process he would draw every component and how it fits together in his notebooks. If this taught me anything, it's that nothing is too daunting of a task if you take extreme care in note taking and to know how you got to where you are.

HOBBIES, INTERESTS, WHAT YOU DO FOR FUN: I've played drums for roughly 25 years, although I haven't had much time to do that for the past couple of years. Nowadays I'm usually doing some sort of graphic work or product design. That may seem like work for some people, but that's what I do to unwind.



Erin Cataldi
Adult & Teen
Services Librarian

Erin Cataldi is the Adult & Teen Services Librarian at the Clark Pleasant Branch of Johnson County Public Library. She received her Bachelor's Degree in History from Franklin College and her Masters of Library Science Degree from Indiana University. In addition to providing reference service to JCPL patrons, Erin conducts library programs and outreach for middle schoolers, high schoolers, adults and seniors.

Erin combines a lifelong love of books and reading with community-focused library service. Some of the popular programs she has created or co-created include the popular "Stout Stories" book discussion, which she has helped lead at microbreweries and other restaurants around Johnson County for many years, and JCPL's first Local Author Fair. She has partnered with the Johnson County Museum of History, Leadership Johnson County, Indiana Humanities, and other leading community organizations on innovative programming both inside and outside the library. Erin is also a graduate of the Indiana Library Leadership Academy, an adjunct lecturer at IUPUI, and writes book reviews for both Library Journal and South Magazine.

Erin lives in downtown Franklin in a house full of books and cats. Her crowning achievements were being featured on the cover of the book "This is What a Librarian Looks Like" by Kyle Cassidy, and having her Harry Potter memorabilia on display at the Johnson County Museum of History.

Erin O'Sullivan

AGE: 37

HOMETOWN: Indianapolis

EDUCATION: Franklin Central High School, Empire Beauty School

COMPANY AND JOB TITLE: Co-owner, Electric Key Records

WHAT ATTRACTED YOU TO THIS PARTICULAR CAREER FIELD?

I have always had a love for music. It has always played a role in my life. Cory and I met playing in a band together almost 20 years ago. Our mutual love of music is what started all of this. I have also always had a dream of having my own little shop. It was the perfect opportunity to combine those two things and bring something different to the town of Franklin.

WHAT IS YOUR PROUDEST MOMENT AT YOUR JOB? My proudest moment would have to be when a young person comes in and purchases their first album at our store. I feel that is something they will always remember. I love being part of that experience.

DESCRIBE YOUR TYPICAL WORKDAY: My workday consists of opening the store, putting new inventory orders together, cleaning and pricing used albums until my husband and I switch places in the afternoon. We trade shifts every day to balance out our roles at home with our three kids.

AS A YOUNG PROFESSIONAL, WHY ARE YOU OPTIMISTIC ABOUT THE FUTURE? I am optimistic for the future because we have so many goals and ideas we always plan toward. We feel we have a lot to offer our community and all of the record collectors and music lovers out there. Our passion for music and our store doesn't stop. It's that drive that we feel keeps the store interesting. In turn, we hope that it is a place where people want to be and will continue to patronize even if the times ahead get pretty tough.

AND WHAT WORRIES YOU ABOUT THE FUTURE? I am a little worried about what will happen after this pandemic. It is a tough time to have a small business. We are stay-



ing afloat right now because of the online orders we are getting, which is great, but only time will tell if that will be enough or how long this will go on for. But we can only hope for the best and continue to put work into our store and make it a place for people to escape their daily stresses. Music is pretty powerful like that.

WHERE DO YOU SEE YOURSELF 10 YEARS FROM NOW? In 10 years I see the store as having a larger inventory and having more vintage audio equipment. I see us hopefully being a destination record store that people will want to travel to. I would love to have local music, which is something we are currently working on. Having a small staff would be great. Personally, I would love to use our store to better the community in some way, although I'm not sure what that looks like right now. I love to give back. I see that happening. The community around here has been so great at showing us love and support, so I would love to give that back in return.

FAMILY: We have three kids, ages 2, 10 and 12, who keep me pretty busy.

HOBBIES, INTERESTS, WHAT YOU DO FOR FUN: Between running a small business and managing a family, I spend most of my free time working on our old house here in downtown Franklin. For fun, we go see live shows whenever we can.



Alexandria Wheeler

AGE: 25

HOMETOWN: Greenwood

EDUCATION: Center Grove ('13), Hanover College ('17)

COMPANY AND JOB TITLE: Aspire Economic Development + Chamber Alliance, investor development director

WHAT ATTRACTED YOU TO THIS PARTICULAR CAREER FIELD? I was fortunate enough that I had early exposure to the chamber world and loved the possibility of meeting new people and businesses while supporting the community I lived in.

WHAT IS YOUR PROUDEST MOMENT AT YOUR JOB? It is hard to narrow it down to one. It has been an accumulation of successful firsts. First member join, hosting a successful meeting, first project lead. I guess proving that you do not have to have the “perfect” background, such as having a degree in business, to be successful at something. If you really want something, you will learn, ask questions, find mentors and make it work.

DESCRIBE YOUR TYPICAL WORKDAY: No day is the same, which I love. My day can consist of meeting new business owners in the community, attending different programs, meeting with current community leaders or working in the office. There is really no standard routine; it varies with the needs of the community.

AS A YOUNG PROFESSIONAL, WHY ARE YOU OPTIMISTIC ABOUT THE FUTURE? It is hard to pick one. There are so many great opportunities that will be available to current and future generations. Just to name a few: connectivity, increased collaboration, technology, resources and greater acceptance of those that are different than yourself.

AND WHAT WORRIES YOU ABOUT THE FUTURE? Technology can be a double-sided sword. As part of a generation

that has not known a world without it, I am grateful for the opportunities that it can provide. However, it can be isolating, decrease social skills or time spent with loved ones. I think something my generation can do is continue to promote balance between knowing when to plug in and knowing when to unplug.

WHERE DO YOU SEE YOURSELF 10 YEARS FROM NOW? I see my family and I living and working in Johnson County. When we both graduated from college we wanted to move as far away from our childhood home as possible. But we slowly realized we loved being in Johnson County. Not only is it familiar, but it is growing and developing quickly. It had the aspects we were looking for in a new town, close to the city, rural farm life and a family atmosphere.

FAMILY: Husband, Ben Wheeler, a registered nurse; and dogs, Swanson and Blanton (aka Tiny Dog)

HOBBIES, INTERESTS, WHAT YOU DO FOR FUN: I love to spend time outdoors. If that is hiking with Ben at a state park, going for walks with our dogs, visiting beer gardens, doing a 5K fun run with my dad, or simply sitting out in the sun with my mom, it is extremely relaxing.

Another hobby is cooking. I love to make new recipes and try things outside of my comfort zone. The simplicity of mixing together ingredients and knowing (hopefully!) that you will get an amazing meal is comforting.

Bradley Nesses

AGE: 29

HOMETOWN: Greenwood

EDUCATION: Community High School; IUPUI with a Bachelor of Social Science in secondary education social studies

COMPANY AND JOB TITLE: Paul's Glass, director of sales



WHAT ATTRACTED YOU TO THIS PARTICULAR CAREER FIELD? Growing up I had only a small interest in the family business. Always had been around, learning when I can. In college I would come in on my summers. I was attracted to the building process. Windows and doors get overlooked but one of the important parts of any home or building process. Everyone wants to pay less money in their energy bills and have a good-looking home.

WHAT IS YOUR PROUDEST MOMENT AT YOUR JOB? Not a particular moment that comes out. Meeting with clients, spending hours on education and assistance in the design process for their dream home. Enjoy seeing this beautiful home being built with your products and suggestions. The clients are more than thrilled. I am proud to be a part of that.

DESCRIBE YOUR TYPICAL WORKDAY: Hardest question you could ask! No such thing as typical workday in my field. Some days I am waking up at 5 a.m. to deliver a truckload of product hours away. Then driving on the other side of the state measuring for the next project. Other days I am stuck in an office, going over prints and quoting for our contractors and builders. Always something different each and every day.

AS A YOUNG PROFESSIONAL, WHY ARE YOU OPTIMISTIC ABOUT THE FUTURE? I'm optimistic due to our ability to diversify and overcome challenges of any size. Our world is changing much quicker with new technologies and innovations. Our parents did it in '08, and we will do it in 2020.

AND WHAT WORRIES YOU ABOUT THE FUTURE? Before the recent events following Covid-19, I was concerned with the way small business has been perceived. Many small businesses offer much more than the expensive advertisements from the big box stores. The seriousness of the Covid-19 situation has really opened the eyes of many. I cannot stress enough how important community is at any point of time. However, now small businesses need our customers more than ever before. I am worried of how long and how many of other local businesses can hold out. If you have the ability to help a neighbor, a friend/family member or a local business, please do so no matter how small the gesture may be. It could be as simple as picking up groceries or giving a phone call to a neighbor that does not get any visitors due to Covid. For a business, purchase a gift card, have a family fun movie night and order out from restaurant you may love or haven't had

the opportunity to try. Some businesses have become clever to help stay open. I have seen DIY art kits and fun family activities from some of great local stores. Another great idea could be sharing an uplifting review of the experience you had using their service or product. We are all in this together.

WHERE DO YOU SEE YOURSELF 10 YEARS FROM NOW? As far as myself with Paul's Glass ... I see myself bringing us to the next level to be top-of-mind further than what my father had put us. We continue to grow each and every year. Outside of the business, I see myself spending more time with family, as I am already doing. My wife and I have plans to have a larger family. I see myself making more time to travel and see distant relatives. Making quality time with family every day, not once in a while.

FAMILY: Wife, Nancy, and I both graduates of Greenwood Community High School. We have one daughter. I grew up and continue to live and work in Greenwood.

HOBBIES, INTERESTS, WHAT YOU DO FOR FUN: I have an interest in classic cars. Enjoy going to swap meets and car shows. I also like to travel domestically and abroad.

Selling a wide range of execs on your strategic idea



BY LIZ REYER
STAR TRIBUNE (MINNEAPOLIS)

Liz Reyer is a credentialed coach with more than 20 years of business experience. Her company, Reyer Coaching & Consulting, offers services for organizations of all sizes. Submit questions or comments about this column at www.deliverchange.com/coachscorner or email her at liz@deliverchange.com.



In order to move an important strategic initiative forward, I need to get several key people on board. They all have very different responsibilities and agendas, and I don't have any direct authority.

Given the challenges posed by the pandemic, how should I proceed?

—Monique, 49, director of strategic planning



Strange though it may sound, in this situation you need to do exactly what you would do under normal circumstances. COVID-19 doesn't change things that much.

First, figure out what they want. Each of them, individually. Their roles and responsibilities will affect their view, and so will their temperaments.

You probably have leadership from widely different domains — operations, finance, sales, marketing, and so forth. Each one will define benefits and risks through the lens of their area of influence.

This creates your opportunity.

When you're talking to the chief marketing officer, think like a CMO. Learn enough about marketing to anticipate the questions your CMO will have. Be able to bring forward benefits they may not have thought of. And even more importantly, prepare your thoughts on how risks could be mitigated.

Perhaps you don't work closely with some of these folks. It's time to bring in your internal network. Check in with trusted colleagues across these teams. They will be a good source of advice on how to best position the initiative, pain points that it may address, and concerns their leadership may have.

By the way, if you don't have connections across the company you can consult, this should be a red flag for you. Especially in a role like yours, you can't afford to be isolated. More on this in a future column.

With your preparation complete, arrange time to speak with each of them as a "fact finding" discussion about the initiative. Your goal is to ensure you understand the benefits they need and the problems they would anticipate. You will be testing your assumptions about their point of view and gaining information.

You will also be able to demonstrate your familiarity with their needs. There's nothing as reassuring as knowing your interests are being taken into account. This step alone will help build buy in.

Find out what their "must haves" are and the types of compromises they would make, if needed.

Make sure you are considering all of the important stakeholders. There's nothing like having a forgotten person swoop in; it can wreak havoc on a productive process.

At the same time, don't err on the side of excessive consensus building. You will never move forward.

It may be hard to get time with them, especially if they are busy with pandemic-related business issues (I guess it does have some effect).

Ask for a short meeting and go in very prepared. Include a plan for follow up and get agreement that you can move forward using e-mail and messaging. This will have to take the place of any potential hallway conversations you might have been able to engineer if you are in the same office.

This process, though labor-intensive, will build champions and allies. They will help with holdouts, and your leadership skills will also be on full display through these efforts.



Pandemic brings fortunes to Amazon – and headaches too

BY ANNE D'INNOCENZIO AND ALEXANDRA OLSON | AP RETAIL WRITERS | PHOTOS FROM ADOBE STOCK

Amazon has spent years honing the business of packing, shipping and delivering millions of products to doorsteps around the world.

Now it has a captive audience.

With much of the globe in various stages of a lockdown because of the coronavirus pandemic, the world's largest online retailer has become a lifeline to many shoppers. But it is also grappling with delivery delays and mounting complaints from workers who worry about

contagion while on the job.

The company's website hit 2.54 billion visitors for the entire month of March, according to online research company Comscore. That marks a 65% jump from the same period last year.

Discounters like Walmart and Dollar General that sell essential products have seen their shares soar 8% and 15% respectively. But Amazon has been a stand-out, with its stock up 22% so far this year. That's in contrast to the S&P, which has slid 11%. Ama-

zon is also hiring 175,000 more workers at a time when many businesses have cut back and are seeking federal aid.

At the same time, Amazon's vast empire is showing cracks. Deliveries that used to take just hours to arrive can instead take weeks or even months. High demand items like toilet paper and paper towels are frustratingly out of stock.

Probably the biggest issue facing the \$1.1 trillion company is persistent complaints by ware-

house workers of grueling hours of backbreaking work with little protection against catching the coronavirus. A growing number of infections has increased pressure on the company to take steps that could further slow down operations, including shutting down some of its warehouses and easing productivity quotas.

"Amazon has gone from a nice-to-have to a necessity," said Jon Reily of Isobar, a global digital agency. "It's becoming a public utility like the electric company or the water company. But they're putting pressure on workers. And workers are scared."

The most dramatic fallout came in France when a court ordered Amazon to stop delivering non-essential products for a month while it works out better worker safety measures. An appeals court upheld the ruling, although it expanded the number of products the company is allowed sell. Amazon responded by closing all its French warehouses, saying it is too complicated to separate out its activities.

Small groups of workers have staged walkouts at Amazon warehouses in New York, Chicago and Detroit, demanding that the facilities be closed for deep cleaning after workers there tested positive for the virus. Kentucky's governor ordered a warehouse in Shepherdsville closed for several days after workers there got infected.

Amazon has refused to say how many workers have fallen ill. It says it has stepped up protection measures, ramping up cleaning, implementing temperature checks, racing to distribute masks, staggering shifts and spreading out tables in break rooms.

It also allowed any worker who felt unsafe to stay home without pay through April, while offering a \$2 hourly pay bump for those who stay on the job.

Amazon also says it's developing an internal lab that could potentially provide coronavirus tests for all employees, even those without symptoms.

It's unclear how many of Amazon's workers are staying home without pay or how many have been put into isolation because of contact with infected workers. But employees at some warehouses say absences are common.

Guiselle Diaz, 23, said she has not reported to her job at the Staten Island warehouse for weeks because she worries her asthma makes her vulnerable and she fears passing the virus to her 81-year-old grandmother, who lives with her.

"A lot of people are afraid, and a lot of people have conditions that stop them from going," Diaz said.

Amazon's competitors have faced similar challenges with delays, product scarcity and worker discontent. Walmart faced calls to step up safety measures after two workers from the same store contracted the virus and died. Some workers at grocery delivery services Instacart and Shipt, which is owned by Target, have walked off their jobs to demand greater safeguards against the virus.

Many shoppers have been forgiving of Amazon, in large part because there are few better alternatives for getting essentials online.

"That's the only place you can shop for most everything you need," said Marlina Fol, a caregiver in Manhattan, who said she was able to buy masks and hand sanitizer

from Amazon in early March but now struggles to get a window for grocery delivery from Whole Foods, which Amazon acquired two years ago.

Amazon accounts for about 40% of online sales in the U.S., according to eMarketer, an online research firm. It has developed fierce loyalty among its more than 110 million U.S. Prime members, who pay \$129 a year to get practically anything shipped to them in up to two days. That accounts for half of American households. Many experts believe Amazon is only picking up more subscribers during the pandemic and expect its dominance to grow further.

The company is also providing essential cash flow to third-party sellers who've seen their physical stores

closed because of lockdowns. Aaron Krahling, whose vitamin store in Waldorf, Maryland, has been shuttered since mid-March, has been able to pay the rent for his business and other bills because of income he's received from selling home accessories on Amazon.

"Everything would have come down to a screeching halt," Krahling said. "It's helped me cover all overhead without freaking out."

Craig Johnson, president of retail consultancy Consumer Growth Partners, says Amazon has a "high class problem" considering how many other stores have gone dark.

"Given all that is going on, they have done remarkably well," Johnson said. "Yes, there are glitches. But there are glitches all over. We have never been through this."



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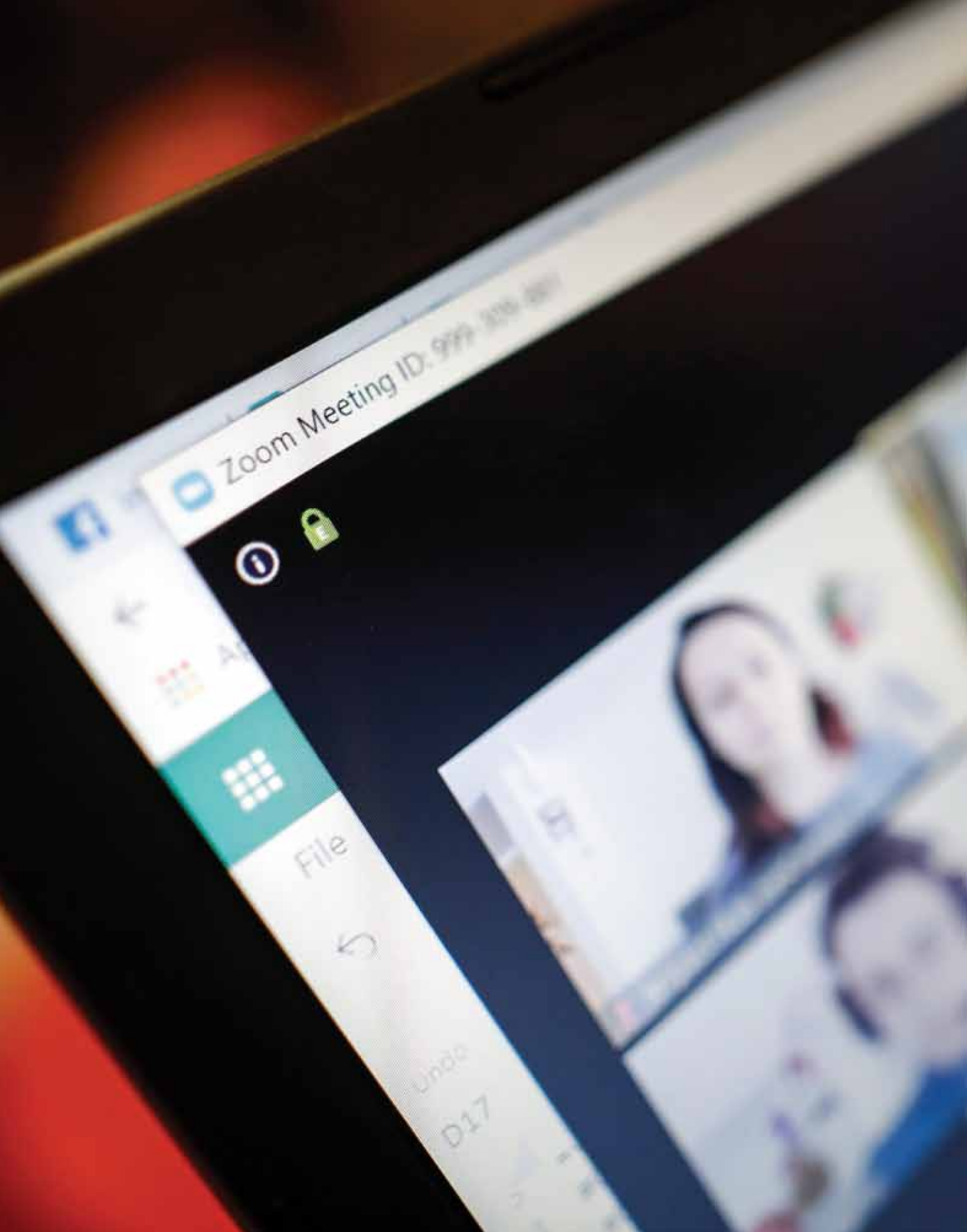
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Sabrina Straessle became the Marketing and Advertising Director at Mutual Savings Bank in September of 2019. For 130 years, Mutual Savings Bank has been the cornerstone of the Johnson County Community. They have the tools and resources to help you build or buy a home, start a business, or accomplish any goal you may have. Mutual Savings Bank has branch locations in places familiar to you such as Franklin, Trafalgar, Nineveh, and Greenwood!

Sabrina graduated from Depauw University in May of 2019 and has worked in Promotions and Marketing at a radio station in Indianapolis before and after graduating. She has traveled many places in Europe including Amsterdam, Spain, Morocco, Greece and Italy where she either studied Spanish or focused on volunteer work. Sabrina has since been using her Spanish in her free time.

Sabrina resides in Greenwood with her boyfriend, Giovanni. She enjoys doing house projects and playing with her dogs, Bob and Parker! Sabrina loves spending time with family and friends at restaurants, wineries or while simply relaxing at home. Sabrina is proud to work and live in such a safe and beautiful community.

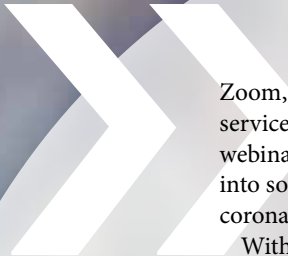
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IS ZOOM SAFE?

Here's what you need to know
about the videoconferencing service

STORY BY SUHAUNA HUSSAIN | LOS ANGELES TIMES (TNS) | PHOTO BY ADOBE STOCK



Zoom, a videoconferencing service created for corporate webinars and meetings, has grown into something more amid the coronavirus outbreak.

With the number of daily users exploding from 10 million to 200 million from December to March, it has become a forum for nearly every kind of social function, including happy hours, yoga sessions, school classes, funerals as well as Passover, Easter and Ramadan rituals.

But no sooner had many tried Zoom for the first time than they began to hear reasons they might want to stay away.

Trolls have crashed meetings, flashing porn or racist slurs on screens. Security researchers

released report after report on newly discovered vulnerabilities including leaked emails and bugs that might have allowed hackers to access webcams.

Earlier this month, Google warned employees not to use Zoom's desktop application on their work computers "due to privacy and security vulnerabilities." SpaceX, the U.S. Senate and New York City's school district have enacted similar restrictions.

If you're among the tens of millions of people who have become regular Zoom users in recent weeks, you may be wondering what all this means for you. Here's a primer on some of the notable privacy and security lapses and how to keep your calls and data safe.

QUESTIONS ABOUT ZOOM

» Is Zoom sending my data to Facebook?

A Vice investigation showed that Zoom's app for iPhones sent data about users' devices to Facebook, including about users who did not have Facebook accounts. The company was hit with at least two lawsuits in federal court, one by a California resident who alleges Zoom violated the state's new Consumer Privacy Act by disclosing information to Facebook without providing consumers with adequate notice or the ability to opt out.

Zoom Chief Executive Eric Yuan said in a blog post March 27 that the company removed code that sent user data to Facebook in an updated version of the iOS app. The company updated its privacy policy March 29 after a swell of concern from users.

"I think Zoom wasn't completely honest," Electronic Frontier Foundation senior technologist Bill Budington said. "I think they are going through a lot of growing pains."

» How else might my information have been compromised?

Reports of Zoom's vulnerabilities predate the coronavirus crisis. Last July, security researcher Jonathan Leitschuh exposed a flaw that allowed hackers to take over Mac webcams through the app. The company fixed the problem after a public interest research center filed a complaint with the Federal Trade Commission.

Thousands of personal Zoom videos were left viewable on the open web, including one-on-one therapy sessions, telehealth calls, and elementary school classes, the Washington Post reported. People's names, phone numbers and intimate conversations were revealed, and children's faces and voices were exposed.

Experts say the company now seems to be making more serious efforts to identify and quickly patch vulnerabilities. It formed an advisory council of chief security officers from other companies and hired Alex Stamos, Facebook's former chief security officer, as an adviser. "That's a lot of money being thrown at the problem to improve security. That is not insubstantial," said Leitschuh, who discovered the Mac camera vulnerability last year.

» Are Zoom calls encrypted, and does that matter?

Zoom marketed its communications as protected by end-to-end encryption, which makes it, in effect, impossible for anyone, including the company itself, to spy on them. Recently, however, the Intercept revealed Zoom has been using a different type of encryption, called transport encryption, which enables the company to decode the content of calls.

That means the company could hypothetically be susceptible to pressure from government authorities to disclose communications, said Bill Marczak, a fellow at the Citizen Lab and a postdoctoral researcher at UC Berkeley.

That doesn't make those calls uniquely vulnerable, however. Cellphone calls and Skype calls on default settings, for example, aren't encrypted end to end either, and it's unlikely the average person would need this type of security. But reporters or dissidents under oppressive regimes, government officials discussing classified information or big companies that want to keep their business strategies confidential might want to use a more secure platform, Budington said.

» What information does Zoom give my boss or co-workers?

If you've been part of a long, boring webinar, you perhaps thought there would be no harm in checking your email or your Facebook feed to pass the time. So many were alarmed at the revelation of an "attention tracking" feature that allowed the meeting host to see when participants clicked away from the active Zoom window for more than 30 seconds. The company announced it had removed the feature in an April 2 blog post.

That's not the only way hosts can gather information on attendees. They can also record audio and video from meetings and save a record of group chats. Some Zoom users were surprised to learn that if they use a tool that allows them to save the chat log from a call on their local devices — which many use as a way to document meeting minutes — that record will include private chats they've sent in addition to messages the group has sent.

» What is ‘Zoombombing’?

Because Zoom is so easy to use, it has also been easy for people to exploit the app to sow mischief or chaos. “Zoombombing” is when uninvited participants interrupt or derail a meeting. Sometimes it’s harmless trolling, but often it rises to the level of harassment.

As colleges and school districts transitioned to online meetings, they reported getting Zoombombed with racist taunts and pornographic images. Berkeley High School students in California were in the middle of a video conference when a man joined the Zoom meeting, exposed himself and shouted obscenities, the San Jose Mercury News reported.

The New York Times found scores of accounts on Instagram and on Reddit and 4Chan message boards where users coordinated to share meeting passwords and derail Zoom meetings.

Zoom’s default setting allowed anyone to join video calls if they had the meeting ID, which is a number 9 to 11 digits long. These meeting IDs are easy to guess — with an automated tool (called “war-dialing”), one could access thousands of meetings within a day by simply making a lot of guesses.

» What are some alternative platforms?

Signal and WhatsApp communications are encrypted end to end. WhatsApp allows encrypted calls with as many as four people. This is a suitable option for highly sensitive conversations.

There are also other video chatting services, such as Skype, Google Hangouts, Webex from Cisco, and FaceTime on Apple devices. Microsoft also offers powerful web, audio and video conferencing tools through its Microsoft Teams platform.

» What are some steps I can take to make Zoom safer to use?

Be careful about how you share meeting IDs. Don’t post them publicly.

Generate a new ID for every meeting you launch using the options panel, instead of using your personal meeting ID. That way, if someone gets hold of your personal ID, future meetings won’t be disrupted by Zoombombers.

You can toggle settings to ensure meeting participants need a password to access the meeting, which will further protect from disruption.

Enable Zoom’s “Waiting Room” feature, which lets meeting hosts keep would-be participants in a digital queue until they approve them to join the session. Zoom enabled the Waiting Room feature by default, requiring additional password settings for free users. Zoom has a guide to the feature on its website.

You can switch off a host of features that could be abused, if needed, including private chats, file transfers and custom backgrounds. The annotation feature, for example, could allow trolls to draw offensive shapes. You can also toggle the “allow removed participants to rejoin” option. Zoom has a guide to host controls on its website.

Keep your desktop app up to date, so that any patches Zoom makes to security vulnerabilities are added to your device.

If you want to be extra careful, use Zoom only on a mobile device, such as an iPad or an Android phone, because these versions go through review in the app stores.

» The bottom line

The reality is you can’t see your friends, your classmates and maybe your co-workers right now. You can’t eat at restaurants and you definitely can’t go to bars. Zoom is one of the platforms people have ubiquitously adopted to replace these in-person interactions amid the coronavirus outbreak. And it works relatively well.

It’s OK to use Zoom, experts say. Just be thoughtful about what you’re using it for and observe a few precautions.

RIBBON CUTTINGS ASPIRE ECONOMIC DEVELOPMENT + CHAMBER ALLIANCE



Nothing Bundt Cakes, 3113 W. Smith Valley Road, Greenwood, celebrated its grand opening Feb. 27.



Realty ONE Group Dream, 1102 E. Stop 11 Road, Suite 100, Indianapolis, celebrated its grand opening March 5.



RIBBON CUTTINGS FRANKLIN CHAMBER OF COMMERCE



Edward Jones Investments, office of Dusty Heuchan, 600 Ironwood Drive, Franklin, celebrated its grand opening on March 4.



The expansion of Johnson and Shelby County VASIA was celebrated with a ribbon-cutting ceremony on Feb. 20. Volunteer Advocates for Seniors and Incapacitated Adults is located in the Johnson County Courthouse in Franklin.



SOUTHSIDE SNAPSHOT



The Franklin Chamber of Commerce announced its 2020 Ambassadors. The Ambassador Program supports the goals and objectives of the Franklin chamber in the areas of membership retention, recruitment and community representation.

2020 Franklin Chamber Ambassadors are:

- Ashley Auld, Bargersville Wellness
- Chris Beil, First Merchants Bank
- Amber Coryell, Indiana Members Credit Union
- Will Endris, Leugers Insurance Group
- Qaia Fitzpatrick, Radwell International
- Kelsey Hardman, Daily Journal
- Eric Leugers, The Elevator
- Kristen Loy, Firestorm Restoration
- Andy Moorman, NSK Precision America
- Lezlie Richards, TeamLogic IT
- Erin Ricke, Express Employment Professionals



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Raised in a "Real Estate family" Austin immersed himself learning the business from the ground up directly out of college, where he graduated from Indiana University with a Bachelor's Degree in Science with a minor in small business and entrepreneurship. Austin looks at each piece of real estate as a new and exciting experience for his clients and enjoys helping to navigate those families into making decisions that will ultimately have a positive effect on their lives.

Buying a home is an important decision and one that could be the single biggest investment of their life, and choosing the right Realtor is a key aspect of the entire buying & selling process. Austin is successful in buying and selling real estate for his clients because he offers integrity, honesty, knowledge, and top notch customer service to his clients which never goes out of style. Whether your buying, selling, or investing Austin's expertise can assist with all of your real estate needs!

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DIJ35042015

World working from home gets a glimpse of virtual future

BY ENDA CURRAN | BLOOMBERG NEWS (TNS) | PHOTOS FROM ADOBE STOCK

The lockdown gripping much of the world economy has spurred a real-time stress test of the long-heralded digital future.

Virtual brown bag lunches have replaced office gatherings; schools have rushed out internet-based learning; the International Monetary Fund held its spring meetings online; and the U.S. Supreme Court for the first time heard arguments by telephone and allowed live audio broadcasts.

Virus lockdowns have seen millions lose their jobs as waiters, flight attendants, Pilates instructors and other service providers are shuttered. That means sustaining those sectors that can function online has never been more important for a global economy facing one of its darkest periods since the Great Depression.

Gauging the exact size of the digital economy isn't easy: The United Nations Conference on Trade and Development estimates a range of 4.5% to 15.5% of global gross domestic product. While that varies by country, it's clear the companies and nations that can migrate the most commerce online will go some way to cushioning the damage.

"The futurists are going to have a field day," said Mark Herlach an international lawyer at Eversheds Sutherland LLP in Washington, D.C. "It will change the way we build our cities, the way we move around in those cities and that in turn changes our energy use. A whole series of knock-on effects are coming."

Herlach — who has had to steer negotiations between clients and government from his home and has used video happy hours and dinner parties to stay in touch with colleagues and friends — is positive on the experience so far, but worries about a lingering sense of isolation if



more opt to work remotely once the lockdowns ease.

Cheaper internet connectivity has enabled explosive growth in online tools, allowing many white collar roles to be done at home and keeping managers and business owners in touch with their staff.

Users of Microsoft Teams soared to a new daily record of 2.7 billion meeting minutes in one day, a 200% increase from 900 million on March 16, the company said on April 9. Even amid security concerns, Zoom has gone from being used by 10 million office workers a day to more than 200 million people.

"'Zooming' has become a new verb," said Michael Bowes, a barrister and joint head of Outer Temple Chambers in London. He and his colleagues hold a "Virtual Tea Zoom Group" at 4 p.m. every Wednesday, where everyone brings their own tea and cake for a general chat about non-work issues.

Already, some companies have an eye on how they'll change operations even when the virus dissipates. Some are looking at cutting expensive travel and real estate budgets in favor of in-

vesting in better technology and home office set-ups, said Satish Shankar, regional managing partner of Bain & Co. Asia-Pacific.

"We are poised for a dramatic wanton increase of the digitalization of our economies," he said.

Viewed through metrics such as online government services, fiber internet connection and the share of people who already work from home, Scandinavian nations score highly in terms of online readiness. In tech-rich economies such as Japan and South Korea, the sectors most impacted can't readily switch to a remote stance, according to London-based HSBC economist James Pomeroy.

Ed Yardeni, who coined the term "bond vigilantes" in the 1980s, dedicated a recent research note to clients on how he has adjusted to a world of meetings and cocktails over video link during what he calls the great virus crisis, or GVC.

"Technology has become a GVC staple, right up there with food and toilet paper," wrote the president and chief investment strategist of Yardeni Research Inc.

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