

Family Owned Businesses

Tuesday, April 23, 2019



Win a Basket Full of Gifts & Goods!


Search throughout this section (pages 25-32 ONLY) for the **BEST FAMILY OWNED BUSINESS** logos.

Count how many times you find and send your entry to:

FAMILY OWNED BUSINESS

Delaware County Daily Times, 639 S. Chester Rd., Swarthmore, PA 19081



NAME: _____
 ADDRESS: _____
 PHONE NUMBER: _____
 EMAIL ADDRESS: _____
 NUMBER OF  LOGOS FOUND (NOT counting logo's on this page): _____
 VOTE FOR YOUR BEST FAMILY OWNED BUSINESS: _____

One lucky winner will be randomly drawn from all the correct responses and will win a basket full of gifts & goods!

Entry Deadline: May 3, 2019

Drawing will be held on May 10, 2019. Winner will be notified by phone or email.

DAILY  TIMES
 delcotimes.com

Fenza's Auto Body

Chester Township, PA

Our parents were very lucky to have their three children (including myself) come to this business at very young ages and we are still here. None of us children were forced or pushed to work here...it happened naturally. Our father taught us the "old school way of doing things right 100% of the time". Our father, Charles Fenza started this business in 1955, and we've been in business for over 64 years.

Today it is nearly impossible to find a business where people know what they are doing and where everyone is on the same page.... it seems very few people care. Nothing more intolerant than calling a business to ask a question only to explain what it is exactly that you are trying to get an answer to...then that person puts you on the phone with someone else, who says, "how can I help you" only to re-explain the same thing again. It seems the norm anymore.

At our place, everyone is on the same page and you will get impeccable customer service every time.

We are 100% CONSUMER friendly here at this shop. We have NO loyalty to any insurance company. In fact, we are probably one of a few body shops left on this earth, that has NOT "put themselves on the network list" where some claim handlers are in my opinion known to direct and steer work to their shops. We enter NO contractual agreement with any insurance company. We WORK for the consumer and the consumer ONLY!

Here are the LIST of the do's and do nots when you have an accident. Unless you are one of our clients, you many not know this information. That is why we announce over and over, if you have an accident, call us FIRST! If we are closed, or it is a holiday or weekend, Donna is on duty 24 hours a day by calling: 610 608 5563.

For those that don't know this, you may innocently call your insurance company 1-800 number to report a claim. Perhaps after your accident, one of your doors do NOT open or shut, perhaps you have a broken light, or lense....maybe one of your two side mirrors is broken, a hood is ajar, the trunk won't open and close properly...the next thing you know, the claim report taker asks, "is your car drive-able" -- after being given a complete description of the damages sustained. That claim report taker knows darn well that the consumer's car is "UNSAFE" yet, I believe they intentionally ask the question amiss, and in a misleading way on purpose to SAVE rental expense. Yes...most every car that is UNSAFE to drive is "drive-able". That report taker should know immediately that if any of the descriptive above are in effect, then that consumer (providing they have rental coverage and/or liability was accepted on the third party end)....should be entitled IMMEDIATELY to rental transportation. But in most cases, and I witness this "nonsense" every day ---the consumer is told the following:

1) they can be directed and steered and "trafficked" into thinking or believing that they should or must use a "body shop on the Insurance list"! What horrific nonsense. Did that consumer get to see the contractual agreement that the body shop on the list may have signed with that insurer? Often times, those shops are owned and controlled by the insurer. They offer discounts and fix cars the way the insurance companies want them fixed in most cases in my opinion. In this business, you either repair a vehicle right, or you don't. Good and cheap do NOT mix! NEVER EVER believe that you are required to have your car fixed "at one of those shops". We recommend you come to us...or choose an independent body shop that has Longevity, has been around for a long time and who has a good reputation or ask word of mouth for recommendations.

The claim handlers and report takers often "scare" people into thinking, oh my Gosh, if you don't use our shops on our list----there will be no guarantee! Hogwash! Our company offers a LIFETIME warranty on all repairs and LIFETIME guarantees on our paint work. We don't need to "partner" with any insurance company.. We are our own boss! So many times, I have seen work come out of these so called "guaranteed insurance company body shops"...I have much knowledge of customers having to go back to those shops two and three times to get the work done over...and many of them get the run around and little to no support from the insurance company who sent them there. Choose your own body shop! Be your own boss!

2) the report taker is well aware that your hood is ajar and your front end is pushed over. You are asked, "is your car drive-able"? Well of course that car may be drive-able. However, it is NOT safe to drive under any circumstance. How many times, customers are then ORDERED to drive their UNSAFE car to some "insurance company appointed drive in claims center" which ironically enough, happens to be a body shop "on their insurance list"! I have yet to see one estimate written accurately at a drive in claims center. I have yet to see or know of any car being put on a measuring device or rack for further inspection and careful inspection. I have never once in my life seen an estimate written at an insurance company drive in which didn't result in a supplement, and (I'm not even speaking about hidden damages or unseen damages). I'm talking about visible damages. It is my belief that any customer going to a drive in (unless he/she is planning on just keeping the check and not getting their auto repaired) is wasting their time, gas and efforts.

WE will arrange for the insurance appraiser to come to our shop to conduct a thorough and proper inspection with superior representation with one of our senior estimators...That is the ONLY right way to handle estimating a vehicle.

3) the newest "nonsense", "in my humblest opinion" is called PHOTO ESTIMATING....Simply put I refer to "photo estimating" as a big old fat waste of time....Can you imagine.....you have a wrecked car, and you describe the damages to the report taker and you will be told to snap some photos and "wella"...someone who sits behind desk will be able to write you an estimate. My best advise is to use that commonsense that you already have. Do NOT engage in photo estimating unless of course, you like wasting your time, and if you care to have your car repairs delayed! I have been in this business for many a year....I have NEVER seen one estimate, even close to being accurate, written by a desk estimator at an insurance company. I am not even referring to hidden damages... even an estimate written for scratches, or dents....not once have I witnessed an accurate estimate. By the time that consumer brings the estimate to a reputable body shop, I can promise you that that body shop will have to call the insurance company and get an appraiser back out the shop to conduct a supplement or else RE-WRITE the estimate from scratch but do it the right way! Photo Estimating is the EXACT equivalence to the following: You wake up one day and cannot breathe. You believe you may have pneumonia....You call the doctor's office and the secretary tells you that they cannot fit you in anytime soon. You are then asked to undress in the privacy of your home and told to snap some photos of your chest and ordered to email them to the doctor. From there....a prescription will be called into your pharmacy with a diagnosis based upon photos. Really? would you ever engage in such nonsense? It's ridiculous.

do yourself a favor, take the burden off of yourself, and simply call us, and we will handle the matter for you so effectively and efficiently that it will make your head spin.

As far as rental cars.....in most cases, you will be given an upgrade...no hassles, fast and easy with NO age restriction. Many insurance companies have this "relationship of some sorts" with certain rental agencies.....perhaps for their personal profit or gain, hmmm....You won't encounter any of that here at our place.




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to yours!**

**Much love and gratitude
always Steve**



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Leo's Steak Shop

Folcroft, PA

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KEVIN TUSTIN - MEDIANEWS GROUP

Leo's Steak Shop owner Steve Mullan, center, with two of his die-hard customers Timothy Bullock and Lisa Bullock. The Bullocks said they didn't go anywhere else for a cheesesteak and hoagie.



Vertigo Center

HOW PHYSICAL THERAPY CAN HELP PEOPLE WITH DIZZINESS

Springfield, PA

By Dr. Maureen O'Leary

Dizziness is a common ailment affecting a large number of people each year and is one of the most common reasons people seek medical attention. Although most of the time it is not a life threatening condition, it can have a detrimental effect on ones' well-being and quality of life.

The term "dizziness" covers a number of different physical feelings including vertigo (a spinning sensation), feeling faint, dysequilibrium (loss of balance or feeling of unsteadiness), and light or heavy headedness, just to name a few. There are many reasons a person may feel dizzy. One reason is the result of an inner ear weakness. The inner ear, also known as the vestibular system, is an organ that is responsible for maintaining balance and keeping vision clear when we move about. Some of the common causes of an inner ear weakness are viral infection, degenerative disease, head injury or sometimes the reason is unknown. Vestibular disorders is the medical term for these types of conditions that affect the inner ear and cause people to feel dizzy and unsteady when they are simply walking around or changing position. Symptoms can range from mild dizziness that lasts seconds or minutes, to severe disorientation that results in long periods of immobility. People with vestibular disorders often suffer with associated nausea, headaches, muscular aches and tension in the neck and back, and a heightened sensitivity to bright lights and loud noise.

The way the balance system works is by combining information from 3 sensory systems in the body: the eyes, the inner ear, and the muscles and joints, to maintain stability and orientation in space. If it is determined that the cause of the dizziness or imbalance is from an inner ear weakness, a course of vestibular rehabilitation may be prescribed. The basis of vestibular rehabilitation therapy is that the exercises help the brain to adapt and fix the faulty processing that has occurred because of the inner ear weakness. In other words, you can retrain the way the brain and body work together through exercise. It is not an easy thing to do because often times the exercises increase the feeling of dizziness and dysequilibrium. It can be scary and seem impossible. But with proper instruction and dedication to the program, patients can find relief in a reasonably short period of time. In most cases, the outcome of vestibular rehabilitation therapy enables people to resume their favorite activities and regain a quality of life that was diminished because of the vestibular dysfunction.

To those people who have been told they have to live with dizziness or imbalance, expand your mind and body by choosing a rehabilitative path that moves you forward and makes you feel confident again. For more information visit thevertigocentre.com

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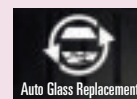
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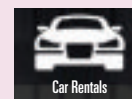
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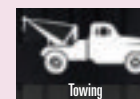
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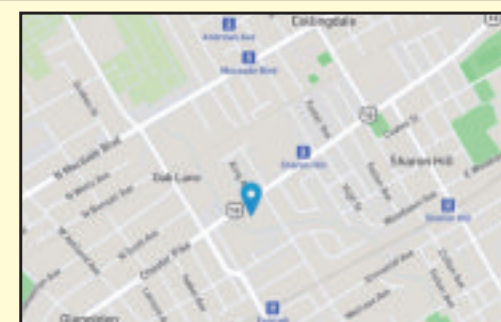
"Please let our Family continue to serve yours"



Folcroft Diner

Folcroft, PA

Have you visited Folcroft Diner? It's more than good food, daily specials, being open 24 hours, friendly service, and discount coupons. It's about community. Seeing a welcoming face, watching an infant become a toddler, hearing about Wayne's granddaughter getting her license, learning Jon's going to retire, and seeing Marie visit her favorite waitress. Folcroft Diner is where we have grown to love this community, where customers have become great friends. We have spent the last 3 years getting to know the community now come visit and get to know us. A family operated business in the heart of Delaware County, where friends become family.





The Vertigo Centre

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Dr. Maureen G. O'Leary, PT, DPT
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DAVIS' TRADING POST & Costume Boutique Norwood, PA



Soda Fountain,
Davis' Trading Post, 3W. Winona
1957

History

Our grandfather, H. Tracy Davis, came to Norwood in 1934 when he was told that a pharmacy was available at 8 West Winona Avenue. The family moved from Bryn Mawr and opened Davis Drug Store.

When Grandpop Davis passed away in 1949 we no longer had a pharmacist in the family. Our father, David Wilmot "Mint" and Grandmom Davis ran Davis Store where they had patent medicines, a soda fountain, and delivered Western Union

telegrams. Uncle Tracy also had a Cab company for a while.

A fire destroyed the store in 1957, so we moved across the street to 3 West Winona. Our mother named the store Davis Trading Post because the symbol of Norwood is the American Indian and many of the streets have Indian names.

When the corner property became available (1965) our parents bought 1 West Winona Avenue and Ma opened "Betty's Boutique" in 3 West Winona, selling Hallmark cards, candy and gifts.

The soda fountain did not make the move, but we do sell ice cream, candy, soda, groceries, a variety of magazines, newspapers, etc. we were one of the first stores in PA to sell the Daily Number.

The third generation is now in charge. When Betty's Boutique closed, we broke through to 3 West Winona and we have enlarged our costume department, sports merchandise, and country decor we are open 365 days a year, 6 am till 10pm.

We thank our customers for appreciating a small business.

The Davis Family



Davis' Trading Post, Circa 1957



Interior Davis' Trading Post, 1960's



Davis Pharmacy.
8 West Winona
1934
Norwood, PA



Hendersons. Family owned a farm on
Henderson Avenue
1885



Davis Trading Post Opening Day
Photos provided by Keith Lockhart
1965



Roberts 5&10
1945

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