

Culinary Institute of Virginia: Helping students cook up careers

By Kelli Caplan



Chef Charles Delargy ticks down a list of tasks for the day. Cut the meat. Prep the stations. Get ready to cook.

Delargy is program director at the Culinary Institute of Virginia in Oyster Point. Clad in a white chef's jacket, he is teaching a class of eager students who are working toward a degree in culinary arts. He is in a kitchen that looks like it could have come out of any major restaurant. And he and the students are focused and ready to create.

Windows that look out onto the streets of City Center surround the

Kim Hicks, campus director, stands in the Culinary Institute's "bar." Above, left, Chef Charles Delargy gets ready for class.

PHOTOS BY KELLI CAPLAN

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The *Oyster Pointer* is an independently published monthly newspaper for and about businesses in the Oyster Point business area. The *Oyster Pointer* has a circulation of 9,000. Copies are available at area businesses and by subscription. Subscription is \$25 per year and available by sending a check to the *Oyster Pointer*, 739 Thimble Shoals Blvd., Suite 704, Office 18, Newport News, VA 23606.

Contributions of information and articles are welcomed at no charge and are used according to space limitations and news value. Our editorial content is primarily dedicated to Oyster Point area businesses; ad space is open to all businesses that want to reach the Oyster Point area market. Ad set up is included in ad costs. See page 31 for additional information.

The staff thanks you, the businesses of the Oyster Point area and the advertisers of the *Oyster Pointer*, for supporting this publication. Your continuing support enables the *Oyster Pointer* to serve as the primary vehicle for exchange of information in the Oyster Point area.

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Letters to the Editor

Wow, 30 years! What a success story for you, *Oyster Pointer* and the Oyster Point business park! I have fond memories of meeting you and being a part of the growth process! I still enjoy reading the *Oyster Pointer* and thank you again for sending it! Keep up the good work and do it happily and with a song in your heart!

Ruth Blanchard, Tucson, AZ

Congratulations on the 30th anniversary! And thank you for all of the great coverage you give to Point Option. Your articles decorate our hallways.

*Mike Bonfiglio, M.Ed, Principal
Point Option Non-Traditional H.S.*

We want to say happy birthday to you because it is a birthday of sorts—the birth of the *Oyster Pointer*, which we love to read! Congratulations on 30 years of enlightenment, creativity and pleasure.

Meryl and Bob Kessler, Newport News

I totally enjoyed the October *Oyster Pointer*, especially the oldie goldie pictures.

Suzanne A. Hughes, TowneBank

Congratulations on 30 years of the *Oyster Pointer*. Its staying power is particularly remarkable when you think about how much the communications and publishing landscapes have changed during that time period. You and your staff should be commended for adapting over time, which has allowed the publication to remain relevant and to flourish. I really enjoyed reading the 30th anniversary edition and the theme that so many of those businesses have grown up right alongside the *Oyster Pointer*, because they have, as has the city.

Jennifer Williams, Newport News

Congratulations on the anniversary issue of the *Oyster Pointer*.

*Sister David Ann Niski, Executive Director
Bernadine Franciscan Sisters Foundation*

Congratulations to you and your team! 30 years—always informative, interesting and enjoyable!

Charlie Rhodes, Newport News

You are to be commended for all your work in making the *Oyster Pointer* the success that it is. What a contribution you make to Oyster Point and to greater Newport News.

William J. Heisler, Ph.D., Troy University

Thank you for including me in the 30th anniversary issue. I thoroughly enjoyed reading the issue and am looking forward to the next 30 years!

*Vince Joseph
Rebound Chiropractic & Acupuncture*

Thank you for including me in your 30th anniversary issue. It was fun looking back.

Benjamin T. Watson DDS, PLC

Congratulations on reaching this wonderful milestone. Your publication continues to inform and entertain each month and is eagerly anticipated. Love the human-interest columns and have found the articles a great resource. Long may you wave. You are truly our hometown paper.

Linda Roesen, Affiliated Podiatrists, P.C.

Wishing the *Oyster Pointer* and its wonderful editor-in-chief, Sylvia, a very happy 30th anniversary. You do it all with such grace and style and that ever fabulous smile.

Joanne Gordon, Hauser's Jewelers

CONGRATULATIONS upon 30 years of success as an entrepreneur/publisher...and of service to our community...through publication of the *Oyster Pointer*. Without question, you have made a positive difference in our community, through your community-focused newspaper and personally through your extensive community involvement. Proud to be your friend for 30+ years! Best wishes for continued success.

Gordon L. Gentry, TowneBank

Another congratulations to your successful 30 years. You have done a marvelous job of helping so many people and businesses prosper—including my practice. The anniversary issue of the *Oyster Pointer* is very cool! Thanks again!

*Kim Charney, Charney Chiropractic
Back Rehab and Wellness*

Congratulations to you and the *Oyster Pointer* team on your 30th anniversary. Thank you for continuing to promote the individuals, companies and organizations that make our business community great! Cheers!

*Jeffrey Clemons
Senior Vice President, Peninsula Executive
Old Point National Bank*

Institute's location. People look in, hoping to catch a glimpse of the cooking magic. Cooking is hot right now, and with the help of Food Network and the Cooking Channel, it's become popular to watch the cooking process.

"We really love this," Delargy says of the kitchen and the interface the windows allow with the public. "It's great."

The Culinary Institute of Virginia is part of ECPI University. It opened the City Center location in 2013. Currently, there are 150 students enrolled. The school offers three associate's degree choices: associate's of applied science in culinary arts, associate's of applied science in baking and pastry arts and associate's in culinary arts and applied nutrition. A bachelor's degree in culinary arts is available, but a student must attend classes at the Norfolk campus to earn it. Associate's degrees are designed to be completed in 15 months. The programs are year-round.

"The idea is that it is an accelerated program with no breaks," says Kim Hicks, campus director. "Our students want to begin working."

The student body at the Oyster Point campus is diverse. There are students of all ages, some right out of high school and some who are career changers, people who have come into culinary arts late. No matter how they arrived, all are on a mission: to work in food service.

"The industry has changed. It's not necessarily what it used to be. But it's exciting," Hicks says. "There is a misconception that if students go to culinary school, they only want to work in a five-star restaurant. Any place there is food, there is someone in the back doing it. That's the beauty of it. The industry is huge. There are so many different options," she says. "We try to open our students' eyes and expose them to all of it."

Last year, the school had an 85 percent placement rate for its students. Students find work in many venues, including restaurants, nursing homes and

► TO THE POINT

Culinary Institute of Virginia ECPI University

Address: 11850 Merchants Walk, Newport News, VA 23606

Contact: Kim Hicks, campus director

Phone: 757-986-6002



KELLI CAPLAN

The Culinary Institute of Virginia also offers cooking classes for the community.

The classes range in topic from international cuisine to cake decorating.

To register, go to casualgourmet.com.

hospitals, resorts, corporate facilities and schools. One of its largest recruiters is Disney. The possibilities of what students can do with their degree are endless, Hicks says.

"We work very hard to achieve that rate," she says. "Students are employed in their field within six months."

To get into the school, students need a high school diploma, and they must apply and go through the admissions process. All students must complete five general education classes during their training: English, math, communications, psychology and humanities. Three shifts of classes a day accommodate students' schedules.

Students learn both in the classroom and in the kitchen. The school has two kitchens, one of which is commercial. There are pantries stocked with ingredients and menus from restaurants around the country lining the hallways to give students inspiration.

There is also a dining room that looks just like a restaurant. This is where students learn the front-end service of a restaurant. It is equipped with a full bar so they can also practice mixing drinks. It looks like a real bar, but all liquor has been replaced with blue water.

"It is a classroom in disguise," Hicks says. "This is where students learn to run a restaurant."

"This is as close to the real thing as we can get," she says.

Instructors are all accomplished in their fields and are excited to be passing their knowledge on to the next generation of chefs.

It is most rewarding to watch the culinary students come in as novices and advance their skills during their classes, Hicks says. They tend to love what they are doing, and gain confidence in the kitchen quickly.

"It's fun to see students evolve in 15 months, seeing their confidence and skills grow," Hicks says. "It's a fun journey to travel with them." ◀

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TIDBITS



Jayne W. Di Vincenzo, president of Lions Bridge Financial Advisors, has been recognized as a top LPL Financial Advisor and named to LPL's Chairman's Club. This premier

award is presented to fewer than 5 percent of the firm's approximately 14,000 advisors nationwide. Di Vincenzo has been providing financial services to clients throughout Hampton Roads and in 25 states for almost 20 years. LPL is a leader in the retail financial advice market and provides resources, tools and technology that support advisors in the delivery of personal, objective financial advice.

Bon Secours Mary Immaculate Hospital has been recognized with an "A" Hospital Safety Grade by the Leapfrog Group, an independent national nonprofit run by employers and other large purchasers of health benefits. The scores were awarded in the latest update to the Hospital Safety Grade, the A, B, C, D or F scores assigned to U.S. hospitals based on preventable medical errors, injuries, accidents and infections. The Hospital Safety Grade was compiled under the guidance of the nation's leading experts on patient safety.



Michael A. Giardino, C.M. has been named executive director of the Newport News/Williamsburg International Airport (PHF). Giardino served as director of

aviation with the Monroe County Airport Authority for the Greater Rochester International Airport (ROC) in New York, where he led a staff of 120 personnel in construction planning, security, maintenance and operations for the airport. He is a 26-year naval aviator veteran, whose last command was as the executive officer for Naval Air Station Key West.



Dan Chenoweth, MPA, CPA, CFA, partner at PBMAres LLP, has been named chairman of the board of directors of the Virginia Peninsula Chamber of Commerce.

Chenoweth has been active with the chamber since joining PBMAres in 2013. He served as treasurer for the executive committee from 2013 to 2017, graduated from the LEAD Peninsula program in 2016 and presents numerous accounting topics for chamber audiences.



Dr. Lisa Spiller, distinguished professor of marketing in the Joseph W. Luter, III School of Business of Christopher Newport University (CNU), has been recognized as the 2017 Distinguished Alumni Honoree of the College of Engineering and Business of Gannon University, Erie, Pennsylvania. Spiller received both her Bachelor of Science degree in business administration with a major in marketing and her Master of Business Administration from Gannon. She received her Ph.D.

from the University of Missouri-Kansas City and came to CNU as assistant professor of marketing in 1991. Spiller is now in her 27th year of teaching at CNU. Shown here are (left to right) Dr. Keith Taylor, president, Gannon University; Spiller; and Greg Czarnecki, president, Gannon University Alumni Association.



The Virginia Peninsula Foodbank expressed appreciation to its more than 170 partner agencies by providing to some of these agencies much needed equipment for their facilities. Eight of their partner agencies, along with some Foodbank staff, are shown in front of their new freezers, refrigerators, storage bins and blankets.



The Rotary Club of Warwick @ City Center presented a check for \$2,500 to the Virginia Peninsula Foodbank. This donation will provide 10,000 nutritious meals to those in need. Check proceeds were from the club's signature charity fundraiser, Bacon Bash, held last May. In addition, more than 25 Rotarians volunteered service hours for the Backpack

Program and the Mobile Pantry Program. Pictured from left to right are Kevin Lyles, assistant area governor; Jennifer Daknis, club president; and Karen Joyner, Virginia Peninsula Foodbank Chief Executive Officer.




Will Sampson has been named senior vice president/chief information officer of Langley Federal Credit Union. Sampson is responsible for providing vision and leadership

for the Information Technology (IT) team, aligning technology initiatives with business goals to improve service delivery and managing the overall development of the long-term technology strategy and short-term technology solutions for the organization. Sampson brings more than 17 years of experience leading operations and technology and is a veteran of the U.S. Marine Corps.




Rob Lefkowitz has been named vice president of operations of Langley Federal Credit Union. He will oversee Langley's operations teams, which include


support services, account servicing and loan processing. Prior to joining Langley, Lefkowitz served as chief strategy officer at Park Side Credit Union in Whitefish, Montana. He has earned the Certified Credit Union Executive, Certified Financial Services Professional and Certified Lending Specialist certifications from the Credit Union National Association (CUNA).



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When recent hurricanes devastated communities in Texas, Florida and Puerto Rico, children of the Hampton Roads International Montessori School hosted a bake sale during the school's 25th anniversary celebration, raising \$1,160 and \$395 from the sale of its anniversary T-shirts. The money was sent to the Montessori Hurricane Relief Fund for distribution to schools affected by the hurricanes.



The Peninsula Council For Workforce Development (PCFWD) held its 12th annual board meeting in October with more than 80 board members, community partners and regional business leaders in attendance. A panel discussion followed the meeting with participation from (left to right) Jim Noel, York County; Michele DeWitt, City of Williamsburg; Dave Callis, City of Poquoson; Amy Jordan, James City County; Leonard Sledge, City of Hampton; Florence Kingston, City of Newport News; Matthew James, PCFWD president and CEO; Sherry Spring, Gloucester County; and Mark Stefanick, PCFWD vice chair and Senior Rewards, Ferguson Enterprises, Inc.

Sentara Williamsburg Regional Medical Center and Sentara CarePlex Hospital each recently earned an "A" Safety Grade from The Leapfrog Group for its commitment in keeping patients safe and meeting the highest safety standards in the U.S. The Leapfrog Group assigns letter grades of A, B, C, D and F to hospitals nationwide based on their performance in preventing medical errors, infections and other harms. Developed under the guidance of a Blue Ribbon National Expert Panel, the Leapfrog Hospital Safety Grade uses 27 measures of publicly available hospital safety data to assign grades to more than 2,600 U.S. hospitals twice per year.

Clancy & Theys Construction Company has been recognized by the Associated Builders and Contractors, Virginia Chapter, Hampton Roads region for project excellence during the 2017 Excellence in Construction of the Year Awards. The construction company received two honor awards of excellence, one in the Residential Multi-Family category for its Overture Point Chesapeake project in Virginia Beach and the other in the Commercial Residential Renovation (over \$1 million) category for the Movement Mortgage project in Norfolk. Bill Goggins is vice president/CEO of the Newport News location.

Continued on page 7

Newport News Public Schools is preparing students to be college, career and citizen-ready.

Two schools earn the 2017 Virginia Board of Education Excellence Award

Governor Terry McAuliffe and the Virginia Board of Education recognized Deer Park and Hilton elementary schools as recipients of the 2017 Virginia Board of Education Excellence Award for advancing learning and achievement. Both schools exceeded all state and federal accountability benchmarks, making significant progress toward the program's goals for increased student achievement and expanded educational opportunities. The Governor and the Virginia Board of Education bestow the Excellence Award to those schools that are fully accredited and achieve excellence goals. The 2017 awards program recognized 386 schools and 17 school divisions.

Discovery STEM Academy recognized for educational design

Discovery STEM Academy, Newport News Public Schools' (NNPS) newest elementary school, was recently awarded the *Learning By Design* Award of Excellence by *Learning By Design* magazine. The school is one of five education facility design projects awarded the top prize this year.

Designed by Grimm + Parker Architects and built by Oyster Point Construction, Discovery STEM Academy features 36 classrooms, collaborative learning zones for each grade level, a nutrition lab (kitchen and dining area), a fitness lab (gymnasium), an art room, a two-level media center with a project-based learning area, a community resource area, a courtyard with outdoor learning spaces and an amphitheater with a stage that connects to the fitness lab for indoor and outdoor performances.

Grimm + Parker Architects earned a grand prize for the design of the school. "A lot of nicely varied innovative hands-on educational spaces appear to be provided inside and out: outdoor classroom, outdoor learning area, amphitheater, student vegetable garden..." noted the panel of judges that consisted of architects, education administrators and facility professionals. "Each of the five projects combined all the elements that make a learning environment successful—transparency, connectivity, safety, sustainability, great interiors, purposeful functional design and sophistication," added the judges.

Learning by Design released its much anticipated Fall 2017 edition, showcasing the nation's best education design and construction projects, from pre-K through 12th grade to college and university facilities.



Discovery STEM Academy

One NNPS high school and nine career and technical education teachers earn recognition in Financial Literacy Education

Woodside High School has been named a 2016–2017 WISE Blue Star School for its students' performance on the WISE Financial Literacy Certification Test. The national certification test is given to high school students upon completion of the personal finance course. To earn the Blue Star designation, students attending the school must achieve an 80 percent pass rate on the test with either a majority of students at a given grade level taking the test or an average score of 85 percent or higher by students who take the test.

Eight NNPS career and technical education teachers also earned recognition for their students' successful performance on the Financial Literacy Certification Test. Named WISE Gold Star teachers were Lenise Cowling (Heritage High); Adrienne Caldwell, Stephanie Gwaltney and Diane Zawadzki (Menchville High); Kimberly Grant and Reginald Neely (Warwick High); and Stephen Brown, Steven Jecewiz and Tina Shorter (Woodside High).

To receive the Gold Star Award, a teacher must achieve a 93 percent pass rate on the WISE Financial Literacy Certification test in at least one class.

Tommy Meehan: Doing what he loves and loving what he does

By Cathy Welch

"My proudest achievement may be to continue a 120-year-old operation," says Thomas "Tommy" West Meehan, president and third-generation owner of C.D. West & Company Real Estate. "And my proudest accomplishments include a wonderful family, in spite of the distractions from business pursuits."

Born in 1949 to Earl J. "King" and Elsie Meehan, Meehan has two sisters, Martha and Susan. His father was executive director of the Virginia Peninsula Economic Development Council. His mother was executive director of a volunteer center founded by Junior League of Hampton Roads.

"We didn't get to grow old together and Uncle Caleb filled in nicely,"

Meehan explains of his father's passing when he was 29 and of his loving uncle, Caleb West Jr.

After attending Hilton Elementary School, Meehan attended St. Christopher's School in Richmond in the 70s. As a teen, he enjoyed swimming, football, wrestling and weight lifting. Today, he lives in the Hiddenwood area with his wife of 30 years, Cindy. The couple has a son, West, who lives in Wilmington, North Carolina, and a daughter, Katelyn, a Christopher Newport University graduate who works for a private school on Grand Cayman.

C.D. West & Company Real Estate was founded in 1897 by his maternal grandfather, Caleb D. West Sr.



Tommy Meehan, president and third-generation owner of C.D. West & Company Real Estate

CATHY WELCH

Originally hired as the rent man in 1970, Meehan convinced his uncle to drop their time-consuming and low income producing management accounts. They then developed 1,000-plus residential lots in Virginia and South Carolina, built more than 300 single-family homes and presently retain significant landholdings.

Meehan was a real estate appraiser from 1973 to 1988, when he completed professional education courses to become a certified property manager. Subsequently, he worked in the construction of single-family homes and gradually engaged in land development. Today C.D. West manages its portfolio of office buildings, warehouses and commercial properties.

When Uncle Caleb died in 2000, Meehan took over the company's reins. His office staff fields all calls from tenants, agents and other activities.

"Before I discovered Katina 13 years ago, I did all that," he says of administrator, Katina Stockbridge. "She brought us into the jet age."

Stockbridge works with her part-time assistant, Debbie Miller.

"This is the most demanding, stressful job I've had and I love it," Stockbridge says. "I've never been stretched so much."

Meehan's brother-in-law, Darren Watson, is a fireman and takes care of

all property maintenance issues.

Meehan's interests include design and engineering associated with the company's properties; the houses the company built and the land it developed; and renovations to offices. Meehan left development projects about two years before the economic downturn. Subsequently, he had a lot of free time.

"Lately, I've been more involved with charitable [pursuits]," he says.

Most businesses Meehan is engaged with involve strategy development, financial decisions, loans and projections.

"I had the luxury of developing relationships with significant real estate people on the Peninsula," he says. "One of my primary mentors was my good friend, Randy Rouse."

Meehan is a passionate volunteer. He sits on the Hampton Roads Academy board of trustees, the Boys and Girls Club of the Virginia Peninsula board and the board of An Achievable Dream.

"Tommy is one of the most genuine and generous people I've met," Kathy Edwards, An Achievable Dream's president and CEO, says. "I depend on him for advice and lots of laughter."

As vice-chairman of the Chesapeake Bay Tunnel Commission, Meehan lends his expertise in construction, engineering, design and development to help oversee its construction development committee.

"I've enjoyed that immensely," Meehan explains. "We are in the midst of boring a tunnel under the Thimble Shoals Channel."

Continued on page 8

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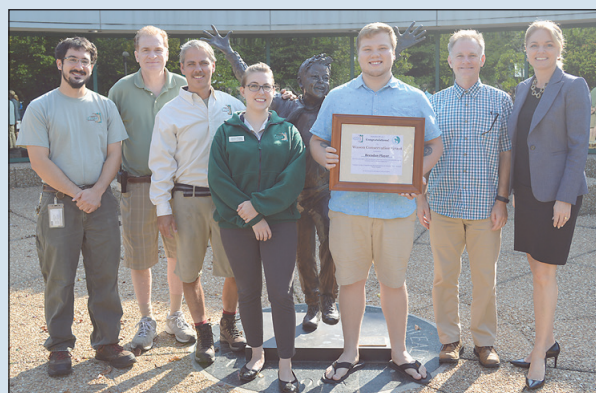
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Brendan Player, a Christopher Newport University (CNU) doctoral student, received the first Wason Conservation Scholarship of the Virginia Living Museum (VLM). This honor recognizes a college student who demonstrates ability and achievement in environmental and conservation studies. Named after VLM

founder, Harry Wason, the scholarship honors Wason's commitment to preserving and showcasing the natural resources in our area. Player has volunteered at VLM as an exhibit interpreter at the Touch Tank and in the Virginia Underground. He plans to graduate from CNU in May 2018 with a Masters degree in environmental science. Shown here are (from left) Travis Land, herpetology curator; George Mathews Jr., curatorial director; Chris Crippen, aquarium curator; Larissa Steblen, volunteer coordinator; Player; Michael Meyer, CNU associate professor; and Rebecca Kleinhample, VLM executive director.



Dr. Anthony Carter, orthopaedic surgeon at Hampton Roads Orthopaedics & Sports Medicine, has been recognized as the first doctor in Virginia to perform a bi-cruciate retaining

total knee arthroplasty with the Journey XR Active Knee System. The bi-cruciate retaining knee is specifically designed to preserve the patients' anterior cruciate ligament (ACL) and posterior cruciate ligament (PCL). The new design maintains the ACL and PCL, returning patients back to normal kinematics following surgery. The Journey XR Active Knee System provides an advantage over the traditional knee replacement by replicating the natural motion and sensation of a normal knee.



Evelyn D. Staton



Dee Karlsson



Jody Snider



Melanie Whitehead



Luther Elmore

The top agents for September for CENTURY 21 Nachman Realty's Peninsula Office were Evelyn D. Staton, top listing agent; Dee Karlsson, top selling agent, top closing agent and top producing agent; and Jody Snider, top referral agent. The top agents for October were Evelyn D. Staton, top listing agent and top selling agent; Melanie Whitehead, top closing agent; Dee Karlsson, top producing agent; and Luther Elmore, top referral agent. ◀



Samuel J. Lunsford



Brittany B. Skeens

Samuel J. Lunsford, CPA and Brittany B. Skeens have joined Malvin, Riggins & Company, P.C. Lunsford, a tax and accounting associate, received his Bachelor of Arts degree in business administration with a concentration in accounting from Saint Leo University. He will be specializing in individual and business taxation. Skeens, a tax and accounting associate, has worked in the industry for several years and has extensive experience in bookkeeping.

If you have announcements
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Birthday blues

By Sylvia S. Weinstein, *Oyster Pointer*



Continuing our “Adventures with Syl and Bill,” it was two weeks before Bill’s birthday, and that meant the onus was on me to plan his celebratory gala. In two weeks! What was I thinking?

In a panic I called my granddaughter Kayla for advice. At her early age, she is a world traveler and knows the ropes. I knew she was an advocate of Airbnb so I secretly sought her help as to just *where* to go. I knew this would be a driving trip; I didn’t want to spend forever getting to our destination, but I wanted a new and exciting experience for us, as usual. I registered with Airbnb and started my search.

And the winner was (drum roll, please) Asheville, North Carolina! Bill and I had been to Asheville before, primarily to visit the glorious Biltmore Estate (a surprise birthday trip for me!), but we hadn’t really explored its environs. So back to Airbnb, where

there must have been more than 100 offerings for lodging, from one-room locations to entire homes. After much head scratching, did I hit the jackpot or what! I located a four-room apartment five miles from downtown Asheville, on the ground floor of a beautiful home surrounded by exquisite gardens. It was our own home away from home.

After settling in, we went to Asheville for a quick tour, then back “home” with a grocery bag of goodies, only to discover a huge bowl of fresh fruit, homemade bread and a birthday cupcake! Word had gotten around!

After scanning tons of brochures and maps, we planned our Asheville experience. And what an experience it was! Our four-day birthday extravaganza included a visit to a glassworks where artisan glass was created. And sold. Our fascination with a certain genre of Americana was satisfied many times

over at a country general store, and our continuing quest for original art resulted in a two-day tour of Riverside Artists Colony, where studios are open to the public. It was shopping bag heaven!

Intentionally, I had left time open for Bill’s input on this adventure. After all it was *his* birthday. And what a stroke of genius that was, if I do say so myself. Bill informed me that we were near the southern end of the Blue Ridge Parkway, an experience he had never had. So off we went, into some of the most exquisite vistas in our country! It was like a dream.

With ideal weather patting us on the shoulders, we created our own adventures that included a Folk Art Center, breath-taking overlooks of the majestic Blue Ridge mountains and the exhilaration of a different picture-postcard “photo” with every turn of the winding roads.

Our lodgings were right in tune with the experience. We found Little Switzerland, a Blue Ridge resort and spa with cozy rustic cabins and a chalet-style restaurant, nestled amongst the beauty of the surrounding mountains.

Continuing our adventure on wheels, we covered Blowing Rock, a

charming storybook village with an array of boutiques, restaurants and antique shops, and Seagrove, a destination point for us because it is America’s largest community of working potters. Talk about jackpots! Bring on more shopping bags for more than 70 pot-

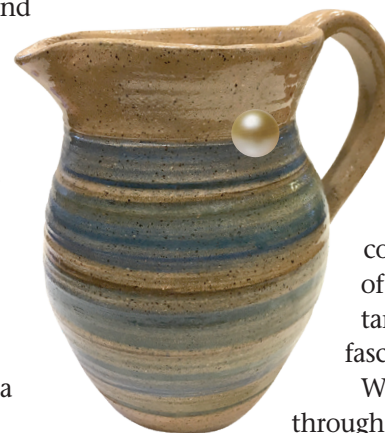
tery studios within a 20-mile radius. Potters are drawn to this area for the natural clay deposits abundant in the area.

I must say that one could just feel the beauty of creativity as if it were a tangible object. We were fascinated.

We continued our drive through the clouds back to Virginia and home with new visions of our magnificent country in our minds. It’s one thing to see pictures and quite another to behold. To see the real thing. To be there. This is the essence of the travel experience. To stand on a mountaintop, hold your arms out to the sweeping beauty of it all, and to embrace a moment of speechless bliss.

And in my case, relief. Now it’s Bill’s turn. ◀

Sylvia Weinstein is publisher and editor of the Oyster Pointer. She can be reached at Editor@OysterPointer.net or 757-873-4523.



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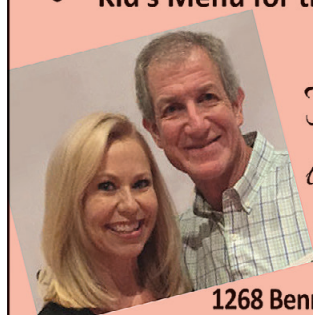
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THE COCKEYED ROOSTER

OP PROFILE, continued from page 6

“Tommy listens carefully and waits until he has a good feel of all variables under discussion,” says Jeff Holland, executive director of the Chesapeake Bay Bridge Tunnel District. “He’s very perceptive, evaluating all information, calculating it then putting it all together. I call him E.F. Hutton—when he speaks, everyone listens.”

Meehan’s interests include boats, cars, motorcycles, hunting waterfowl, studying history and operating construction equipment. He earned his private pilot (helicopter) license in 2011. He also enjoys collecting antiques with his close friend, Ward Scull.

“He’s the most astute, easy-going guy you’ll ever meet,” Ward says.

The two attended many auctions at Christie’s in New York, where they bought items at what Meehan calls

their garage sales. Around 2005, they purchased 35 boxes of books for “a couple hundred dollars.” In one of the books, they found a letter from George Washington to the Culper Ring, his espionage ring based in Long Island. Dated about a year before the surrender at Yorktown, the communication contained encouragement from Washington for one of the younger of the two primary members in the group who was getting discouraged.

“I’ll just say, the letter’s sale was probably enough to offset some of our bad purchases,” Meehan says.

Meehan considers patience to be the key to his success.

“I feel like one has to pay his dues over time and wait his turn,” he says. “My reward is being able to do what I love doing.” ◀



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Newport News Tourism: Spreading the word about our beautiful city

By Aubrey Kosa

The Newport News Tourism office has relocated from a suite on the third floor of Fountain Plaza Two to a ground-level storefront space on Town Center Drive in City Center at Oyster Point. The move to its new space gives visitors another resource for information about Newport News, in addition to the city's official state-certified Visitor Center, located at the entrance to Newport News Park.

The tourism office administrative coordinators market Newport News to a variety of groups and wanted to make their offices very appealing and easily accessible for meeting planners, tour operators, industry representatives, the media, visitors and residents.

The décor and furnishings for the new space were selected to reflect the modern, yet industrial city of Newport News. Paint hues of blue-gray and pewter, massive dark beams that replicate railway ties, a mixture of light and dark woods, steel, aluminum and copper can be found throughout the space. Located along all of the hallways of the office is a most attractive and eye-catching feature illustrating a historical timeline, tracing the city's history from the 1600s to present day. Although the tourism office came up with the content for the timeline, Hampton Roads Engraving made it come to life along with a map of Virginia in the office conference room and the wall of words when you first walk in.

All of the individual offices are



CATHY WELCH

themed and decorated differently with paintings and/or pictures of Newport News in each, many of which are photos that were taken during the annual Zoom in on Newport News Photo Contest. One office reflects annual events such as Hollydazzle and the Fall Festival of Folklore, while others are themed to showcase the city's arts & sculptures, breathtaking sunsets, landmarks and pristine parks.

On December 2, Newport News Parks, Recreation & Tourism will host its 14th annual Hollydazzle holiday event, a free family event with activities and entertainment culminating in fireworks at the end of the night.

"If you've never been, it's a spectacular light show at the end... it's pretty amazing," shares Cindy Brouillard, director of tourism. In recent years, Hollydazzle has opened earlier in the afternoon on the day of the event to provide more opportunity for the 40,000 people it attracts to enjoy the festivities.

Hollydazzle has attracted tour groups from across the country. One year, a tour and travel group from California based their tour of the region around Hollydazzle. A group of senior citizens signed up for a sort of mystery tour—one where they did not know the destination region ahead of

time. They were pleased to be able to participate in Hollydazzle before touring the rest of the surrounding region.

The tourism arm of the Parks and Recreation Department's main job is to "spread the word" to the general public as well as to people outside the region. The department employs full-time staff who focus on marketing, especially social marketing. Brouillard explains, "The #1 resource for travelers is the website so we put a lot of effort into that."

Brouillard has been with the tourism arm of the department since it was created in 1995. Right out of college, she jumped into the hotel business and worked in Hampton doing banquets, catering and eventually became director of sales and marketing. But after 13 years, Brouillard had two daughters and decided to take a break from the hotel business with its demanding schedule. She moved toward working for the regional tourism bureau, which included Hampton. Before the city put Newport News Tourism under the Department of Parks and Recreation, the office was located at Christopher Newport University.

When Brouillard isn't marketing Newport News, she loves boating, arts and crafts, and spending time with her Springer Spaniel. It's no surprise that working in the tourism industry, she also loves to vacation and travel to different places.

Continued on page 11

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Thanks to advertisers and staff, the *Oyster Pointer* garnered four awards during the 2017 Independent Free Papers of America conference in September, held in Jersey City, New Jersey. In appreciation, the *Oyster Pointer* presented handsome plaques and framed copies of the award-winning ads and features to the winners. ◀



Brian York, manager, customer development and marketing, corporate marketing of Sentara accepts his award.



Accepting their award are Amy and Brad Hart of Hauser's Jewelers.



Debi Ernest, executive director of Port Warwick Foundation, accepts the award for the foundation news coverage.



Stewart and Sara Sanders, design team of the *Oyster Pointer*, receive their plaque and framed award.

NN TOURISM, continued from page 10

"I love the hotel business, and this is part of it because we promote hotels, attractions, everything—it's more overall than specific, and it's all tourism," says Brouillard.

Ahead for Newport News Tourism in 2018 is to continue promoting the regional Toast the Coast beer, wine and shine trail and to begin marketing the biking trails, featuring those trails on an interactive map online.

▶ TO THE POINT

Newport News Tourism Development Office

Address: 702 Town Center Dr., Newport News, VA 23606

Contact: Cindy Brouillard, director of tourism

Phone: 757-926-1400

Website: www.newport-news.org

In addition, the tourism team will market and promote Hilton Village's 100th anniversary and the 2019 Commemoration, a sub-agency of the Jamestown Yorktown Foundation that was created by the General Assembly to plan programs and activities under the brand American Evolution. Its Digital Trail will bring awareness of selected sites to tourists that reflect diversity and opportunity from 1619 to today.

And what's the best part of Brouillard's position? "The best thing is the people I work with—not only in the city, but in the industry," she says. "It's a great group of creative people. It's fun to be able to use creative ability in marketing different things and to work with all kinds of people. It's a people business, for sure!" ◀

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AppleOne Employment Services: Helping achievers soar

By Cathy Welch

Pennsylvania native Sandra “SoJo” Johnson served in the United States Army before earning her Bachelor of Arts degree in Spanish. Though her goal was to teach, after a patience-challenging year, she switched gears.

Today she and husband Lt. Col. Wendell Johnson (stationed at Fort Eustis) have eight children and live in Suffolk. After a previous career in advertising for CBS, UPN and ABC affiliates in Harrisburg, Pennsylvania, Johnson was approached 11 years ago to do outside sales for a temporary staffing service. Subsequently in 2006, she began working for AppleOne Employment Services in Chesapeake, where she was a senior account executive. She handled many operational duties when the branch manager left earlier this year and in August, Johnson assumed the position of branch manager for AppleOne’s Port Warwick office.



Sandra “SoJo” Johnson, branch manager of AppleOne–Newport News, leads her team to accomplish its mission: “To find, to understand, and to fulfill the needs of another.”

CATHY WELCH

“We have evolved to so much more at AppleOne,” Johnson explains of a business previously focused solely on temporary staffing. “We are an employment service, mostly focused on the long term but still work with temporary staffing.”

AppleOne participates in the Military Spouse Employment Program (MSET).

“You take a portable spouse, like myself, who sometimes gets stationed somewhere else, causing a transition. This works well with AppleOne’s 200-plus locations.”

Founder and CEO of ACT•1 Group, Janice Howroyd, began the company that now operates in 19 countries with more than 17,000 clients and 2,800-plus employees. AppleOne Employment Services is one of its family of companies.

“I like that we’re privately and minority-owned,” Johnson says. “I love the history of an African-American female leaving North Carolina and going to California to begin her career.”

While on the West Coast, Howroyd met and married Bernie Howroyd, who owned AppleOne Employment Services. Locally, AppleOne staffs administrative, clerical and financial sup-

port-type positions. The company finds candidates through online applications and schedules face-to-face interviews with candidates, performing skill evaluations if necessary. AppleOne account executives also seek out passive candidates who are already employed, but may be looking to transition to a new role.

Typically, AppleOne candidates are paid an hourly rate, and the company charges the client/employer a bill rate. The employee’s hourly pay includes a burden for everything from unemployment to taxes and everything else that comes with having an employee.

“Our goal is for a candidate to eventually become a full-time employee,” Johnson says.

“SoJo went over and beyond as my employer,” Tanisha Gaines, a client of AppleOne, says. “She inspired me to reach for a supervisory position. With her on my team, I can reach for the stars!”

AppleOne offers benefits some other services don’t. “Everything from a 401K, health benefits, discount amusement park tickets and discount cell phone programs,” Johnson says.

“AppleOne’s mission statement is to find, to understand and to fulfill the

needs of another,” Johnson says. “Our success goes back to our Hiring Made Human motto. You treat people right.”

To accomplish this goal, communication is key at AppleOne, where each candidate has a dedicated recruiter and each employer client has an account executive.

“You don’t go long without picking up the phone even if you haven’t found the candidate an opportunity,” Johnson explains. “We are that second set of eyes for them. You need to be touching weekly for the first 30 days.”

Johnson is available to speak to groups, teaching how to find employment, how to use social media, offering resume’ tips and teaching how to fine tune one’s job search.

“AppleOne believes everything starts with the people we bring in to find employment,” Johnson says. “You go home at the end of the day and get those grateful and excited phone calls. Or you call to tell a candidate you have an offer for them. Sometimes people cry because they are so excited. These are things that make me love what I do.”

In her free time, Johnson tutors ESOL students for Suffolk Literacy. She is also vice chair for the Suffolk Redevelopment and Housing Program Board, and she volunteers with Second Chance reentry program. Additionally, Johnson coaches for Girls on the Run, a national program teaching girls in third through eighth grade about healthy eating, healthy lifestyle and how to deal with everything from bullying to becoming a leader.

“AppleOne really puts the candidate in the forefront,” Cathy Tirado, executive account manager at AppleOne’s Chesapeake branch, says. “We are constantly trying to develop new business so we are presenting candidates to companies all over the area.” ◀

▶ TO THE POINT

AppleOne Employment Services

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The 4 Cs of life: The making of a diamond

By Terilyn J. Goins, Ph.D.



As an educator, I hear some interesting things in the classroom—some of them inspired, some of them uninformed, and some of them utterly ridiculous—but, all of them entertaining.

I was talking with my students about the importance of putting time and effort into the educational endeavor, to which one responded, “Cs get degrees.” I replied, “Yes, they do, and that attitude also points to character.” A conversation ensued that made me think about how each of us may possess qualities that can be compared with the four Cs of diamonds: cut, color, clarity and carat.

The cut of a diamond is its most important quality because it determines the diamond’s sparkle. If the diamond is properly cut, light emanates out of the top. If it’s too shallow, the light comes through the bottom and, if it’s too

deep, the light deflects to the sides. The cut of the diamond is like a person’s character. Those of highest integrity, that is, those cut from the right cloth, set the standard for everyone else, serving as a beacon of light in the darkness.

The second most important quality of a diamond is its color. The color is what people notice, surpassed only by the sparkle. A diamond high in quality will be close to colorless. Like the diamond, those who live a life of integrity are typically transparent and pure of motive, with nothing to hide. They are the ones with a high level of credibility, displaying a genuine spirit and a heart to do what’s right even when those around them choose otherwise.

Clarity is the third quality of the diamond and relates to internal and external flaws, which range from flawless to imperfect. The diamond’s clarity

is often the least important quality because most flaws are so minor they can only be observed with magnification and, therefore, have no visual impact on the diamond’s beauty. Clarity may be compared with a person’s confidence. Individual confidence levels range from those who are self-assured and certain of whom they are to those who struggle with their own sense of self-worth. We all have flaws to deal with, but those who recognize, admit and address their flaws are poised for success. The admission of flaws doesn’t imply uncertainty nor detract from a person’s internal or external beauty.

Finally, the fourth, most noticeable and most misunderstood, quality of a diamond is its carat, which refers to the diamond’s weight as opposed to its visual size. Typically, the carat is coupled with the cut of the diamond. For instance, a poorly cut large diamond may look smaller than a properly cut small diamond. So, while a diamond may, on the outside, appear magnanimous, it can still be lacking in quality. Carat compares with a person’s creativity, coupled with commitment. People who are highly creative typically have an ability to produce striking and in-

sightful work, but such creation without commitment and follow through will always fall short of the mark.

My student’s comment that “Cs get degrees” wasn’t wrong. We have the freedom to skate through life, skim by and do the bare minimum, or we can embrace and exhibit the four Cs of a life well lived. From cut to character, color to credibility, clarity to confidence and carat to creativity, we’re all diamonds in the making. If you want the best life has to offer, give it everything you’ve got.

As author, Hunter Thompson, puts it, “Life should not be a journey to the grave with the intention of arriving safely in a pretty and well preserved body, but rather to skid in broadside in a cloud of smoke, thoroughly used up, totally worn out and loudly proclaiming ‘Wow! What a Ride!’” ◀

Dr. Terilyn J. Goins is a motivational speaker/vocalist, trainer and coach. She offers a wide variety of training and motivational music programs. Goins creates programs that educate, inspire and challenge participants. Visit www.terilyngoins.com or reach her at 757-303-7807 or by email at terilyngoins@cox.net.

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Primary Residential Mortgage, Inc.: Developing passion for helping others

By Sally Grace Holtgrieve

Every office develops the flavor of its leadership.

This is a statement Lori Marrow, manager of Primary Residential Mortgage, Inc.'s Newport News branch, believes and implements daily.

A passion for helping people is what sets Marrow apart from others in her field.

"Our goal is to become an asset and help the borrower achieve his or her goals well past retirement."

—Lori Marrow

"My desire isn't just to sell the next product," she says. "Sometimes simply helping doesn't result in a sale, but I feel like it's my purpose. Someone helped my husband and me buy our first house many years ago—our first house was very inexpensive so there wasn't a lot of commission on the table. We were a very young family and our credit wasn't great, but someone worked with us and guided us, and as a result, I've always had a desire to give it forward."

Born and raised on the Virginia Peninsula, Marrow broke into the industry, working as a bank teller for what used to be Newport News Shipbuilding Credit Union. Working for various mortgage companies over several years, she expanded her knowledge and talent.

"Then I started mortgage departments or credit unions and at some point held every position you could think of," Marrow says, identifying the positions of list originator, processor, underwriter, post closing audit and manager.

"People read my list and say, 'there's no way one person has done all this,'" Marrow adds with a laugh.

Working in all components of the mortgage world helped prepare Marrow to open her own Primary Residential Mortgage branch. She had one in Williamsburg from 2003 to 2008, took a break working as an underwriter for a few different banks, and is now back with Primary Residential Mortgage once again. The Newport News branch opened in June.

Primary Residential Mortgage was started in 1998 by a group of friends



Lori Marrow, branch manager of PRMI, welcomes clients in Oyster Point.

CATHY WELCH

who had a vision for a different type of mortgage company model than what currently existed, according to Marrow.

"They wanted the primary focus to be on the borrower, not the bank or the

builder, because everybody's situation is different," Marrow says. "We sit in a comfortable and homey environment, getting to know the borrowers individually and learning about their dreams. The goal is to form a relationship, like you would with your doctor. Our goal is to become an asset and help the borrower achieve his or her goals well past retirement."

Marrow also offers counseling for those with credit issues.

"I've been in the industry since 1987," she says. "I have seen a lot of scenarios, which allows me to help the borrower because I know what works and what doesn't. I can guide the borrower through the minefields of maintaining good credit."

Marrow says she does not consider herself a sales person; rather, her goal is customer service and helping through shared knowledge and teaching.

"I'm not out to become this month's million dollar seller," she says of her objectives.

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Marrow graduated from Menchville High School, and so did her two children. Her son, 21, is engaged and her daughter, 27, recently had her first baby.

"I'm now a grandma!" Marrow says with pride.

With both children grown and beginning households of their own, Marrow can be found relaxing on her deck by the pool, enjoying a glass of wine when she's not at work. She also loves to travel, especially to Disney World.

"I read a lot, and I enjoy writing," she says.

Along with running her own business, Marrow is currently completing a biblical studies degree. She says she's not sure where the ministry aspect of her life will go. She has served as a youth pastor and worship pastor in the past, but "time will tell," she says. She adds that her two fields of interest

are similar, considering the relationship model she implements in her business.

"I love all the different people I meet and help along the way, and all the many relationships we form," she says. "I enjoy giving my knowledge forward. My goal is to develop loan officers who have my same passion and continue the legacy. I would like to see officers focusing on others. If you put others first, your welfare will be well compensated. That's not the goal, just the byproduct. That's the law of reciprocity." ◀

► TO THE POINT

Primary Residential Mortgage, Inc.

Address: 742 Thimble Shoals Blvd., Ste. A, Newport News, VA 23606

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Contractors' licenses: Why they are important

By Joseph F. Verser, Heath, Overbey & Verser



Some builders view the Board of Contractors in Richmond as another bureaucratic nuisance. Others understand the important role that the board plays in protecting the public. Indeed, the Supreme Court of Virginia ruled as early as 1952 that the purpose of the licensing statutes and regulations was to “protect the public from inexperienced, unscrupulous, irresponsible or incompetent contractors.” Therefore, being aware of the licensing requirements, and its harsh ramifications, is important not just for contractors, but for those thinking of hiring a contractor as well.

To begin, the Virginia Code contains a broad prohibition against contractors who perform work without the proper license: “No person shall engage

in, or offer to engage in, contracting work in the Commonwealth unless he has been licensed under the provisions of this chapter.” Like many laws, there are exceptions. For instance, a person who performs work or supervises construction of his or her primary residence owned by him or her during a two-year period is exempted from the licensure requirement. Similarly, licensed architects and engineers are exempted when they are performing work as an owner-developer under a design-build contract, provided that the actual construction work is performed by a licensed contractor. For most builders, remodelers and other types of contractors, however, a license will be required.

The cost of the contract will de-

termine the class of license required. A Class A license is needed when the total value of a single contract or project is \$120,000 or greater, or when the total value of all work performed by the contractor within any 12-month period is \$750,000 or greater. A Class B license is required when the total value of a single contract or project is between \$10,000 and \$120,000, or when the total value of all work performed within a 12-month period is between \$150,000 and \$750,000. A Class C license is needed when the total value of a single contract or project is between \$1,000 and \$10,000, or when the total value of all work performed within a 12-month period is less than \$150,000.

Failing to adhere to the licensing requirements can have steep consequences. It is a Class 1 misdemeanor (punishable by not more than 12 months in jail and/or a fine not to exceed \$2,500) for any person or company to contract for, bid upon or to perform contracting work without being properly licensed. Presenting or attempting to use the license of another is also punishable.

Running afoul of the license requirements can also have serious consequences when it comes to payment, or if you end up in court. As a litigator, I have successfully represented contractors and property owners on both sides of this issue. In cases where a contractor was not properly licensed, I have successfully had claims for payment dismissed entirely; I have had expert witnesses excluded from testifying; and, I have had mechanic's liens completely invalidated and removed. Judges routinely take a dim view of contractors who are not properly licensed. Under the right set of circum-

stances, a contractor can be left completely holding the bag on an unpaid invoice or change order.

In addition to licensing, the Board of Contractors plays an important role in vetting contractors. As part of the application process to obtain a license, the applicant must provide information for the previous five years regarding outstanding debts or judgments, tax obligations, defaults on bonds and any past or pending bankruptcies. In addition, construction firms must disclose whether any members of its “responsible management” have had any misdemeanor convictions within the last three years or any felony convictions. Applicants for Class A and Class B licenses must also provide information regarding their financial position.

Anyone who is interested in whether a particular contractor is licensed or whether the contractor has had any prior complaints can view this information online by clicking the “License Lookup” tab under www.dpor.virginia.gov/boards/contractors. All of this information is publicly available.

Homebuilders and remodelers who run a reputable business will know these regulations and will gladly comply with them. Fly-by-nighters and weekend-warriors will care less about these requirements so long as they are being paid. Be advised: you get what you pay for. ◀

Joe Verser is a partner in the law firm of Heath, Overbey, Verser & Old, PLC. He regularly represents both commercial and residential contractors in disputes, as well as homeowners and project owners. He can be reached at jverser@hovplc.com or at 757-599-0734.



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David A. Seeley, CPA has joined Beth Moore & Associates, CPAs as senior tax manager. Formerly with Dixon Hughes Goodman LLP, David's primary focus during his 19-year career has been with multi-family partnerships, non-profit organizations and individual tax issues. David assists his multi-family partnership clients with the complexities throughout the life of the entity to include the significant effects a pass-thru entity has on the individual, estate or trust tax returns. With his non-profit clients, David has extensive experience assisting those clients navigate IRS Form 990 and the unrelated business income requirements.

David began his public accounting career with a Top 15 ranked regional firm in 1998, after completing his accounting degree at Christopher Newport University. He received his Masters in Taxation degree from Virginia Commonwealth University in May 2013.

David's professional and community involvement includes membership in the American Institute of Certified Public Accountants, Virginia Society of Certified Public Accountants, Newport News Rotary Club, Treasurer of Hampton Roads Pride and the Cascaded Condominium Association.

Bookkeeping Assistant: Numbers count

By Allan C. Hanrahan

Linda Singleton, owner of Bookkeeping Assistant, was introduced to numbers early in her life by her mother.

"She was the assistant manager of a bank," Singleton says, "and when we were young she opened checking accounts for my siblings and me. Then, when she got tired of waiving our overdraft fees, she taught each of us how to track the checks we wrote, and how to balance our checkbook each month."

From reconciling her finances, Singleton continued in that vein, growing up in Junior Achievement, in business education.

Fast forwarding to the present, she now thrives with her own bookkeeping, taxes and audit assistance company that she founded in 2009.

Along the way, Singleton served in the U.S. Navy as a radioman, and then in information technology, taking various courses, and after her discharge, she says, "I knew exactly what I needed to study, and Midwestern State had it! That would be Midwestern State University in Wichita Falls, Texas, where she received her Bachelor of Arts degree in accounting.

Now, with past experience in tax preparation, accounting and audit testing, she has knowledge gained from various industries. She has been certified in accounting information systems



In the reception area of her office, Linda Singleton displays a sign that was hand-crafted by one of her clients.

CATHY WELCH

and has the knowledge and experience to help in many challenging, accounting-related conflicts.

Take, for example, the contractor versus employee question. "Many of my clients are one-person companies, and when they need to hire someone, I can tell them, based on what that person will be doing, whether they

will be a contractor or an employee," she says.

Also, because many are "one-man shows," like her own business, Singleton says, "I tailor the bookkeeping to the tax return they will have to do," so when it comes time to do their taxes, categories are organized.

Singleton spends three days a

week visiting clients on site, reserving Tuesdays and Thursdays for work in her Thimble Shoals office.

Singleton's office is only five miles from her home, which worked out well when a big snowstorm shut down everything. "My husband, who grew up in Pittsburgh and has no trouble driving in snow, came to the office, picked up my computer, brought it to me at home, and I went to work," she says.

When she started her business, Singleton tried to work from home, but there were too many distractions.

Singleton's husband Dwayne retired from the U.S. Navy and is now working as a civilian for the Department of the Navy. They have two daughters, ages six and 11, and Dwayne has a son, 27, and a daughter, 25.

As for the future, Singleton is seeking a good part-time employee, and hopes to offer training in QuickBooks bookkeeping software. ◀

▶ TO THE POINT

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Action from the Newport News Industrial Development Authority/
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in November, 2017:

- Approved digitally enhanced photographs of proposed building-mounted signage at 716-C Thimble Shoals Boulevard, as requested by Benjamin Barrett/Kaoudis Gonny Maria, Trustee. ◀

All items approved subject to meeting all applicable city codes and regulations.

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TO YOUR HEALTH I

Overcoming dental anxiety



By Aaron J. Hayes, DDS, City Center Dental Care

If going to the dentist makes you anxious or nervous you are not alone. Dental fear or dental anxiety affects between 9 and 20 percent of Americans. Some of these fears stem from prior traumatic dental events, while others fear pain or needles or suffer from claustrophobia.

Fears can be eliminated and overcome with this safe technique while providing maximum comfort for the patient.

On many occasions, these individuals exhibit classic avoidance behavior and will do everything possible to avoid the dentist. Avoidance of preventive dental care, however, results in compromised oral health culminating in dental emergencies such as toothaches or abscesses. Being more informed about dental fears and possible treatment options may be the first step in overcoming dental anxiety and improving oral health.

Common dental fears according to dentalfearecentral.org:

- Fear of dental injections and/or needles
- The noise of dental instruments
- Fear of painful treatment
- Dentist not stopping when patient is distressed or in pain
- Not being told what's going on

Discuss your dental treatment plan and your fears with your dental provider. Partnering with your dentist will help make you as comfortable as possible and ease your tension. Request numbing the area first with flavored topical anesthetic prior to injections to make the procedure much more comfortable. Consider using headphones with your favorite music to help you relax and block out the noise of dental instruments. Have a signal with your dentist to pause treatment if you begin to become uncomfortable—such as raising your hand. If you would like to

know what is happening during each step of the procedure, let your dentist know. This can be a simple way to be more aware of treatment sounds, while mentally preparing for each step in the process. Communication of your dental fears with your dentist is paramount and the first step in overcoming fears.

For those unable to overcome their fears even through communication with the dentist and the above techniques, there is great news for you: sedation dentistry. Using oral or intravenous medication may be an option to help you overcome your fears. Conscious sedation enables treatment to be completed while the patient is relaxed and comfortable. Fears can be eliminated and overcome with this safe technique while providing maximum comfort for the patient. On many occasions, years of dental neglect can be corrected in a single relaxing visit while the patient will likely have no recollection of the treatment. Smiles can be beautifully restored and confidence renewed in a calm, tranquil environment.

This relaxing way to have dentistry accomplished can be an excellent way to restore your oral health and overcome dental fears. For additional information, visit www.dentalfearecentral.org/fears or www.webmd.com/oral-health/easing-dental-fear-adults?print=true. ◀

Dr. Aaron Hayes has been practicing dentistry since 2008. He earned his undergraduate degree from Grand Canyon University, followed by dental school at University of Southern California, where he was recognized as the USC Dental Student of the Year by the Pierre Fauchard Dental Academy. He earned a master's degree in oral biology, providing him with additional skills in IV sedation, oral surgery, periodontal surgery, complex molar root canals, implant placement and restoration. Dr. Hayes can be reached at 757-873-3001 or on the practice's website at www.dentalcare4u.com.

Newport News 311: An asset to the city

By Valerie Davis, Newport News 311 Center



Many localities nationwide have embraced the growing trend of establishing a 311 Center. While most of us are very familiar with the emergency line of 9-1-1, many are not as familiar with the non-emergency line of 3-1-1. This new line creates a way for citizens to reach their city for non-emergency concerns in the same manner they do for emergency calls—by dialing three digits. 311 centers provide a simplified way for citizens to communicate and interact with their local government.

Since its inception in March 2013, the Newport News 311 Center has offered an easy and convenient way for its citizens to contact the city by dialing 311 or 933-2311, if outside the city limits. Citizens can contact the center to obtain general city information about

such topics as an upcoming city event or program, to report an issue such as a traffic signal outage or to submit a request for service for items such as an appliance pick up.

Over the past four and a half years, the center has taken more than 90,000 calls and handled more than 17,000 emails, web and mobile app requests combined, processing in excess of 35,000 service requests. Call taker Tiffany Clark says, “What makes me proud and gives me a rewarding experience is when I am able to resolve a citizen’s issue or concern. Nothing is more rewarding than hearing a citizen say ‘thank you’ for resolving the issue.”

The 311 Center has had a positive impact on the city and its citizens. “Residents have gained an advocate for them in the city that can help them

with any question they have about the city,” says 311 manager DJ Russell. “They get a live person who can tell them when something will be done, give them a tracking number for follow up and do so in a friendly manner. We are open longer hours so we can address the needs residents have 11 hours a day rather than the typical eight hours.”

Call taker Michelle McCreary adds, “Every day we represent the city in a positive manner in how we handle the calls we receive.”

All 311 Center employees are also considered essential personnel, trained and ready to assist citizens when they may need it the most, such as during hurricanes or other emergency situations.

Plans are for the center to continue to expand its options for its citizens by taking on more departments, adding more services and additional ways for citizens to reach them. “We also want to look at what city employees would like for us to offer, since many city employees use our online or mobile requests now,” says Russell.

“I think 311 has changed hearts and minds. When we first started, I

think both employees and residents may have been skeptical about what we could accomplish. But we now have champions who love what we do. We are here to make local government easier to interact with,” Russell says.

To reach the center while in Newport News, just dial 3-1-1 during business hours or 757-933-2311, if outside the city limits. The center can also be reached by sending an email to 311@nnva.gov or by submitting a request through the web at www.nnva.gov/311. The mobile app is also a great addition, allowing citizens even more options to contact the center and submit a request at any time. The mobile app is free and can be downloaded from the App Store or Google Play Store. The 311 Center is currently open Monday through Friday from 7 a.m. to 6 p.m.

“It’s like a one-stop shop,” says 311 supervisor Nailah Sutton. ◀

Valerie Davis is business analyst for the Newport News 311 Center. She can be reached at davisvm@nnva.gov.

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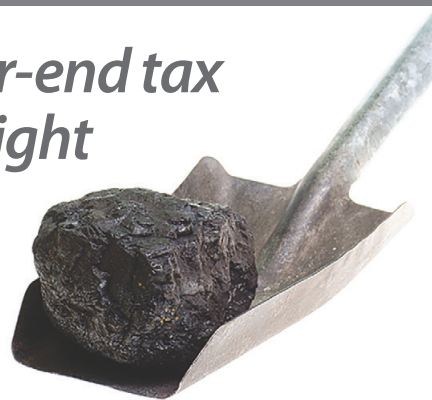
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VIEWPOINT

Nostalgic memories of old Hampton life

By Charles (Buddy) Alligood



My maternal grandmother lived in the west end of old Hampton during the 1940s and 50s.

This was a beautiful, older neighborhood with tree-lined streets and sidewalks bordering spacious yards of old Victorian homes tucked behind 50-year-old boxwoods and shaded by ancient oaks.

In many respects West End, as it was known, was like many neighborhoods in the pre-World War II era. It was virtually self-contained. The neighborhood boasted two independent grocery stores, a century-old drug store, a doctor's office, three churches, an automobile repair shop, a confectionary and a radio repair shop.

If residents of West End needed additional resources a wooden foot-bridge ran from the end of Melrose Avenue over Hampton Creek to Queen Street, providing access to downtown Hampton.

As a young boy I would often spend weekends with my grandmother and would enjoy running errands for her, including visits to Jones's grocery store where I would present a short list to Mr. or Mrs. Jones and return home with a bag containing bread, milk, fruit, peanut butter, cereal and other small items my grandmother needed during my stay with her.

One of my favorite assignments was to be sent to Nelson's Confectionary on hot, summer afternoons, to purchase two cones of "two scoops" of strawberry ice cream that my grandmother and I enjoyed in the comfort of her front porch rocking chairs.

By far, my most important assignment was to sit on the front porch early on Saturday morning, watching for Old Angus. Up and down the street other neighbors were also on watch.

Without exception, Old Angus would appear, sitting stooped on the seat of his old wagon, his tired, old mule plodding slowly along the route he knew so well.

On seeing Angus, I would call out to my grandmother and run down the

steps to greet the old man I had known forever. His heavily creased, deeply tanned face etched with erosion of hard work and many years in the fields always broke into a smile as he lifted me onto the seat of the wagon.

The wagon on which Angus sat had once been painted green but the weathering of the years left few signs of paint. Metal clasps and wheel rims were heavily rusted but still functional.

Inside the wagon were wooden bushel baskets that held the treasures so valued by the neighbors: beautifully ripened tomatoes, corn, green peppers, freshly dug white and sweet potatoes, collard greens, green beans, okra, cucumbers, beets, turnips, hot peppers and many other seasonal vegetables.

In the front of the wagon was a large, straw-filled basket containing dozens of large, brown eggs.

With the wave of a neighbor's hand, Old Angus would tug gently on the reins, give a low "whoa" to the old mule and slowly, almost painfully dismount the wagon.

A scale and metal basket suspended on the back of the wagon was used to weigh customers' purchases. And customers would cheerfully hand Old Angus one or two dollars for what seemed like a wide variety of vegetables. Change, if required, was always refused as customers much valued the service Old Angus provided and loved this dear old man who was so much a part of their lives.

As I grew into my teens I lost track of Old Angus, but later learned from my grandmother that on word of his passing, the West End of Hampton turned out in large numbers to say a final goodbye to their dependable old friend.

I still value my time on Old Angus watch. ◀

Charles (Buddy) Alligood, a retired industrial engineer, enjoys hiking and working in his garden. He lives in Greensboro, N.C., can be reached by email at budlite61@gmail.com.

Heads up for changes in the new year!

By Donna Croushore, Creative Travel & Cruise



With the New Year approaching, it looks like new changes are on the horizon. Beginning on January 22, 2018, you could be among a very large group of Americans who are no longer able to use their driver's license to check in at the airport for domestic flights. You may need to carry a passport to fly domestically. On that date, the REAL ID Act will go into effect, establishing minimum-security standards for sources of identification, including state driver's licenses.

The act is a federal mandate requiring every state to issue a more secure state driver's license. The Transportation Security Admission (TSA) will stop accepting driver's licenses that do not comply with the Real ID act on that date. The act was passed in Congress in 2005 in the aftermath of 9/11. Originally the date for state compliance was set for January 2016, but less than half of the states were compliant at the beginning of that year. So, the Department of Homeland Security announced a new timeline with a two-year extension until January 22, 2018. Enforcement has been rolling out in stages over the years. The Real ID Act requires states to issue driver's licenses that comply with the federal standards. In short, if your state is not compliant with the Real ID Act, you'll need an additional form of identification in order to get through airport security as well as other federal facilities including military bases.

Currently about half of the states are fully compliant with the Real ID regulations, which means residents in such states as North Carolina, Florida, Georgia, Nevada and Arizona can continue to board domestic flights with their driver's license as the main

form of identification. Most of the remaining states—including Virginia, Pennsylvania, New Jersey, California, and Alaska—have just recently been granted an extension through October 18, 2018, which will allow passengers from those states to continue to go through security with their current license until that date but will not be valid after that date.

A handful of states, including New York, Louisiana, Illinois, as well as Puerto Rico and the U.S. Virgin Islands, are "under review," which means they have requested an extension,

but the extension has not been granted yet and might require showing an alternative form of acceptable identification for domestic air travel to board a flight.

If you find yourself in a fix, there are several other forms of acceptable identification such as DHS trusted traveler cards—Global Entry or NEXSUS, U.S. Department of Defense ID, including IDs issued to dependents, to mention a few.

Until the state in which your driver's license is registered becomes compliant, it is probably a good idea for residents of non-compliant states to apply for a passport.

For the latest update concerning each state's current compliance, go to www.dhs.gov. The site shows if a state is in compliance, under review, granted an extension or is not compliant. ◀

Donna Croushore is owner/manager of Creative Travel & Cruise, located in Port Warwick. She can be reached at 757-898-4006 or visit the website at www.creativetravelandcruise.com.



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Be safe

By Brian Cole, Personal Training Associates



Every time I'm in a gym I see shoulders and low backs and knees being used in dangerous ways—often with the supervision of “trainers” who should (but don't) know better. A certification obviously doesn't assure proficiency. The groundwork is being laid for almost guaranteed injury in the future. Moving muscles and joints in an unsafe manner doesn't necessarily create pain or discomfort immediately. People can smoke cigarettes for a long time before they develop lung cancer, and improper exercise movements can mortgage your future, too.

Also, there are franchises that very effectively create an atmosphere of encouraging team support and camaraderie that is motivational. Unfortunately, this atmosphere, while maybe productive for conditioned athletes, is a risky way to train general populations. So, predictably,

there are well documented astronomical injury rates.

I'm not trying to trash others. I *am* trying to make sure my readers know there are *safe* and unsafe ways to work on self improvement. Just as there are *safe* ways to increase joint range-of-motion without trying to “stretch” muscle tissue and ligaments, there are safe ways to begin adding new lean muscle tissue at any age without setting yourself up for surgery in the future. Like the man said: “First, do no harm.”

Remember, we're not training to go on stage in a bikini and be judged on our appearance. We *are* training to have a daily life with minimal discomfort and plenty of energy for many years. In real life we don't need to be able to twist into pretzel-like positions, and we need our muscles to balance each other, not be overdeveloped. By

balance each other, I mean symmetry of function, not of appearance. A muscular imbalance will create problems and those problems often lead to injury.

A couple of examples: Guys have a tendency to over-develop the muscles on the front of the body (I call 'em mirror muscles). This creates an obvious front-to-back imbalance some will try to address by training their latissimus dorsi, which only exacerbates their shoulder joint imbalance. (Please call me if you want clarification.) And then they wonder how their rotator cuff became a problem.

Another common imbalance is created by that ubiquitous treadmill. I know, I know, you love it and it's great cardio work. But the fact is you lift your legs with the muscles on the front of them, place them on the treadmill and then what? The muscles on the back of your legs (primarily your hamstrings and one of the most important postural muscle groups of the human body) don't have to do anything! The treadmill takes it from there. Ever wonder why they're tight? If you think I'm off base or exaggerat-

ing, just put in your 20 minutes or so with it turned off. You'll know exactly which muscles have been neglected.

An initial professional evaluation will identify imbalances that need to be addressed, and a safe personally designed workout will prevent additional ones from developing. Our deadline is not an event but is the rest of our lives. These are process-oriented and not attainable goals. Like a good relationship, being fit and healthy is something to value, pay attention to and make a priority but not something with an achievable end. We just work on it.

If you're reading this, you're living in the easiest conditions the human species has known. Think about that a minute. Take advantage of that fact and do all you can to enjoy as many years here as *safe* and as free from pain and discomfort as you can. ◀

Brian Cole is owner of Personal Training Associates with studios in Oyster Point and Port Warwick. He can be reached at 757-599-5999 or on his website at www.briancoleandassociates.net.



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COURTESY OF DONNA CROUSHORE

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Donna Croushore

Owner, Creative Travel and Cruise, Inc.

IF I COULD TRAVEL TO ANYWHERE IN THE WORLD, I WOULD GO anywhere I haven't been! I love to discover new destinations, have a chance to mingle with the locals and sample the area's cuisine.

A SECRET OF THE TRAVEL BUSINESS IS this business is ever changing and you really have to keep up and be well informed.

MY FAVORITE ASPECT ABOUT WORKING IN OYSTER POINT IS the great restaurants, gathering spots, summer concerts and the art at our fingertips.

THE ONE MATERIAL ITEM I SIMPLY COULD NOT DO WITHOUT IS my glasses—I would not be able to read a thing!

WHEN I WAS A CHILD I ALWAYS WANTED TO BE an artist—I loved to paint and draw all the time.

THE MOST MEMORABLE MOMENTS OF MY CAREER ARE WHEN clients become personal friends as well as clients. You can never have too many friends!

MY FRIENDS WOULD ALL AGREE THAT I AM creative!

IF I COULD ONLY EAT ONE FOOD FOR THE REST OF MY LIFE, I WOULD EAT Salmon Salad or Salmon Piccata at Al Fresco's.

THE BEST PLACE AROUND TO GRAB LUNCH IS Thaijindesu—I have been a fan of this restaurant since we both had our businesses in Yorktown years ago.

SOMETHING THAT MOST PEOPLE DON'T KNOW ABOUT ME IS THAT I am an early riser. I can get more accomplished by 10:00 a.m. than anyone else I know.

IF I WON THE LOTTERY, THE FIRST PURCHASE I WOULD MAKE IS a long leisurely vacation, of course! I haven't had a long vacation in forever!

A LESSON THAT I LEARNED LONG AGO THAT HAS PROVEN TO BE THE MOST USEFUL IN LIFE IS to smile and simply be nice and sincere.

MY FAVORITE THINGS TO DO WHEN I'M NOT WORKING ARE gardening, reading, cooking, and catching up with dear friends over a glass of wine.

MY FAVORITE HOLIDAY IS Christmas! Bring on Santa! ◀



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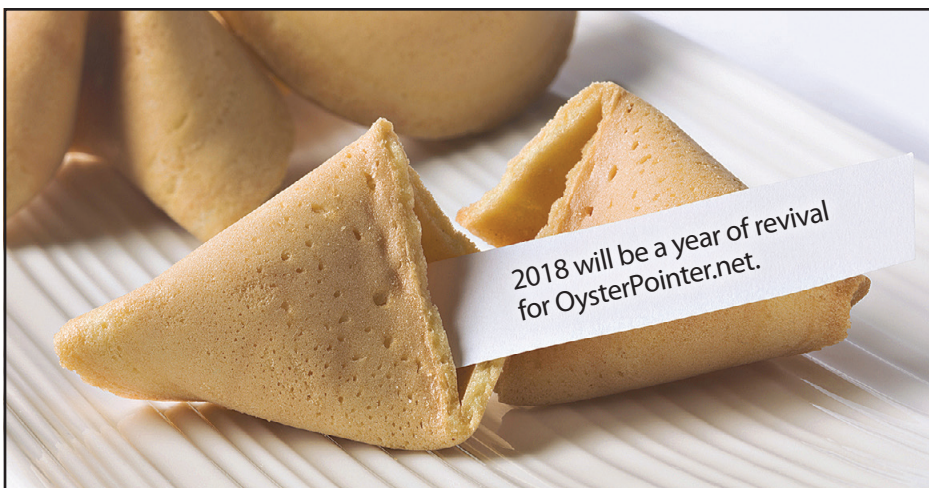
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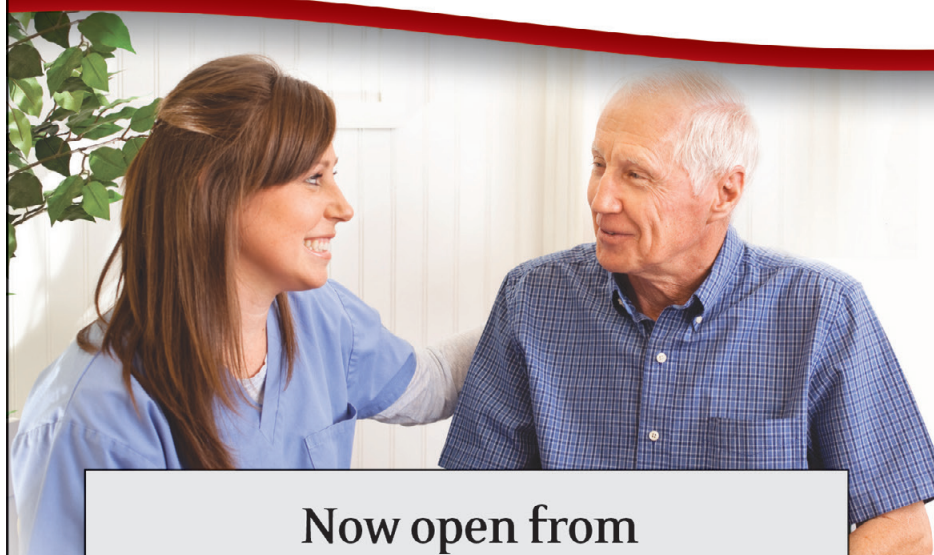
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We Create at Kreations by Kim Gift Shop: Gift shop finds niche in making arrangements of happiness

By Nancy P. Sykes

My shop is a happy place,” says Kim Overby, owner of We Create at Kreations by Kim Gift Shop on Main Street in Hilton Village. Overby specializes in customized gift baskets, fresh and silk floral arrangements, funeral floral arrangements and wreaths. The colorful shop offers a selection of candies, snacks, jewelry, notes, cards and balloons for personalizing the gift baskets. Delivery or shipping is available.

“My daughter is my administrative assistant,” says Overby. Kimishia Whitley lives in Richmond and comes to Newport News twice a month to work with her mother. She handles paperwork and helps with deliveries.

A lifetime Peninsula resident, Overby started her business in her home 15 years ago. Her first shop site was in a strip center on Warwick Boulevard. She has been at her current location in Hilton Village for two years and says, “I enjoy the environment here. The other merchants are helpful and the Hilton community events offer good exposure.”

“I especially enjoy working with flowers,” says Overby. She purchases flowers as needed and maintains a low inventory to assure freshness. “I really love the creating process,” she says. For baskets, customers can choose from items in the store or bring their own. The balloon wrap is popular. Items are enclosed in a large inflated latex balloon. “Almost anything can be put in a



Owner Kim Overby and her daughter Kimishia Whitley, administrative assistant, offer a wide variety of gift items.

CATHY WELCH

balloon,” says Whitley. “Customers can choose candy, jewelry, purses, T-shirts or stuffed animals, for example.” The balloons are popular for birthdays and at Easter or Valentine’s Day.

Overby restocks her store from catalogs and online suppliers. She plans to attend events outside Hilton, where she can showcase her services. “My long-term plans include opening a store in

Richmond, which my daughter will operate,” she says.

“I have a lot of repeat customers,” says Overby. One of her long-time customers, Tara Jones, praises Overby’s creativity and service. “I live in Charlotte, North Carolina, now but I frequently return to Newport News for family events. Even on short notice I can order something special. I can call in advance and pick up my order on arrival. The flower arrangements are especially beautiful. Mrs. Overby has a natural gift,” Jones says.

Overby works full-time with special-education students at New Horizon, Woodside Lane Campus. She supervises students “on the job,” providing training and coaching. “These students need help with appropriate work behavior as well as acquiring job skills,” says Overby. “Included in my business plan and future expansion will be employing these young adults with disabilities. I want to teach them to create. I want them to become independent workers

in the community. My goal is to provide a ‘hand up,’ not a ‘hand out,’” she adds. While Overby is at her full-time job, a friend keeps the store open.

With a full-time job and a business, Overby has little free time. “After I close the shop, I check on my grandmother. I am planning a ‘grand vacation’ some day. Right now, weekend getaways and visits to my granddaughter in Richmond are all I have time for. That’s when I can really relax,” she says.

Looking for just the right item at We Create at Kreations by Kim is a happy experience, whether it’s Overby adding new surprises to her shop or her friendly and welcomed customers. ◀

► TO THE POINT

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Sally Grace Holtgrieve

Growing up, Sally Grace Holtgrieve was always checking out the maximum number of library books permitted. One week she would read everything on phytoplankton, and the next it would be Pakistan, Panama or veterinary science. When she got to college, she found it absurd that she was required to choose which subject was the most interesting, so she pursued a career in journalism. Now she learns new things every day and actually gets paid to ask too many questions. Like most journalists, she's working on a book, but it's not finished. Or started. When she's not writing articles or not not-writing her book, Sally Grace prefers to be traveling. Recently she went on a trip to Provence, France, and on another to Big Bend National Park, Texas. She loved both because they were new and different. In fact, she likes everywhere as long as she's never been there before.

In my real life, this is what I do: Full-time freelance writing for newspapers and magazines. Also, I teach Chinese children English remotely every morning before the sun comes up.

And this is what I do for fun: Devour books as if I'm going to die tomorrow, hike, camp, travel, and eat a concerning amount of bread and cheese in various forms.

My favorite writer is William Styron.

My favorite book is *To Kill a Mockingbird* by Harper Lee.

When I have time for myself, I especially like to put on loose pants, read and drink cheap beer *sans* judgement.

My favorite place I've traveled to is Budapest.

I would like to travel to Egypt.

Three people I most admire are:

1. Michelle Obama
2. Tina Fey
3. My mom and dad (I know that's two, but they're the greatest team!)

On my bucket list, I would like to:

1. Thru-hike the Appalachian Trail
2. Set foot on every continent
3. Swim in a shark cage ◀



Ristras (chili pepper garlands) and Sally Grace in Santa Fe, New Mexico, on a road trip through the American Southwest.

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