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AUGUST 2023

Mobility Worldwide West Michigan



Changing Lives at Home and Abroad

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Content is due on the 5th of each month for the following month's issue.

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Dear **CONNECT** Readers,

I hope you're enjoying the summer months and taking in all that West Michigan has to offer.

This month in **CONNECT**, we have some more great business information for you as well as a wonderful feature on Mobility Worldwide West Michigan, an impressive nonprofit here in Holland that helps many children around the world be able to become mobile.

On another note, if you are an employer and you're struggling with finding workers, we might be able to help. As a sponsor in **CONNECT**, you also get access to our digital team who can help you get the word out via Facebook, Google, and our new sports website. Contact me today if you'd like to meet and learn more about our total package.

In the meantime, get out there—and remember to use sunscreen.

Until next month...

Patrick Avery

Publisher



Mobility Worldwide West Michigan Changing Lives at Home and Abroad

By Lucy Reynolds | Photos by Ron Moore of Photo Op Studio

Mobility Worldwide West Michigan (MWWM) is a faith-based charitable organization of volunteer retirees who make three-wheeled, hand-cranked mobility carts for leg-disabled children in developing countries. I recently chatted with Dale Dykema, a long-time board member, supervising volunteer, and past president, to learn more.

Q: What is the mission of Mobility Worldwide West Michigan?

A: Our official mission statement is “To provide, without cost, Mobility, Dignity, Self-Respect and Self-Esteem to those children who do not have the use of their legs.”

Ultimately, our mission is to demonstrate the compassion of Jesus Christ by providing mobility to the least of God’s children throughout the world. We are one of 23 affiliate shops of Mobility Worldwide International. Most of the other affiliates make mobility carts for adults, but we make carts specifically for children. These PET (Personal Energy Transportation) units are provided primarily by volunteers who have found a real purpose in their lives.

Q: How did MWWM begin in Holland?

A: MWWM was established in 2008 when Al Kindig, an engineer, visited The Mobility Shop at Penney Farms, Florida, and then inspired a group of friends to establish a similar shop here in Holland. Using material donated by various furniture companies, he designed and built the jigs and fixtures necessary to produce the carts. Early on, the organization decided to concentrate on the small cart only—for children—rather than try to make two cart models.

Q: Where is the Holland shop located?

A: Now we’re at 414 East 40th Street, Suite 3, in Holland. We’ve been in a few locations over the years. For the first five years of our existence, we rented part of a building on 6th Street from Jack Piers for \$1 a year. We recently had to relocate the shop, and two key volunteers whose



Mobility Worldwide West Michigan board members (l-r): Al Hoffmann, Roma Van Harn, Bruce Wickmann (President), Joel Wolfe (Vice President), Ken Rizzio (Treasurer/Secretary), Dale Dykema, Conrad Mutschler

careers had been designing factories put in long hours studying each function and produced an amazingly efficient shop.

We have a 7,100-square-foot production facility with high-quality precision manufacturing stations designed specifically for producing and assembling the mobility carts. We have a small but effective office space for pre-shift meetings, administrative work and visitor presentations, and we have a complete staging and loading area for packaging and shipping the mobility carts worldwide.

Q: Describe the work of MWWM here in Holland.

A: As mentioned, we make three-wheeled, hand-cranked carts for leg-disabled children in developing countries. Our goal is to produce carts that are durable for the various difficult environments in which they will be used. Every cart

changes the life of a child, the child’s family, and the community. We give the carts to distribution partners in 80 countries who are aware of what children need the carts. These organizations have the ability to import the carts, assemble them and fit them to the recipients. We partner with organizations such as World Vision, Americares, Brother’s Brother Foundation, Hope4ThemNow, Aztec Ministries, Partners for World Health, Little Dresses for Africa, and MedShare, to name just a few.

Q: Why carts instead of wheelchairs? What do the carts mean to the recipients?

A: According to the World Health Organization, more than 70 million people are leg/foot-handicapped in developing countries—and many of them live in areas where a regular wheelchair simply will not work. These people have



been severely impacted by birth defects, disease, accidents, or military conflicts, which often leave active land mines and unexploded ordnance in the vicinity of regular people just like us.

In the developing world, having no mobility often means having no opportunity—no opportunity for vaccinations, nutrition, work, worship, or a future outside of squalor. Restoring mobility often restores people's place in their world, in their village and their family, and it resurrects their personal sense of dignity and self-worth.

Q: Do you get to hear stories from the children who receive the carts?

A: Feedback from the field is often hard to obtain, but what we have heard has resulted in many changes that have improved the quality of the carts over the years. For example, now we use solid rubber wheels because the pumps that we used to send with the carts for air-filled wheels were frequently stolen, so flats were very difficult to deal with. Compare cart #6 that was returned to the shop recently to cart #6000, which was produced in the past year, and you'll see many changes. Our engineers are frequently improving jigs and designing better processes for our volunteers as well.



➤ Continued on page 6



Q: Are there any specific benefits to having a Mobility Worldwide shop located here in West Michigan?

A: The best part of being in Holland is the incredible support we receive from the widely varied manufacturing community here. We receive in-kind contributions from several companies, and we're able to get expert work done for us. For example, we're able to powder-coat our metal parts, which vastly improves their durability. Other affiliate shops don't have access to that or it's too expensive for them to do. Also, we have a wonderful group of very qualified volunteers here, including welders, woodworkers and engineers.

Q: What is your background? How did you get involved with MWWM?

A: I'm from Holland; I attended Holland Christian Schools and went on to Calvin College and the University of Michigan Medical School. I served as a battalion surgeon in Vietnam, and then came back to Holland and became a founding partner of Ob-Gyn Associates of

Holland, where I worked from 1973 until 2008. I also served at the Ottawa County Health Department Family Planning Clinic during those years as well.

In 2008, I met Al Kindig after I saw the open door of his workshop while going to a garage sale next door to him with my wife. Al was in his yard on the phone. I introduced myself and got a tour of the shop. I noticed a stack of Baltic birch plywood—pricy stuff. Al explained about making the jigs and tables for MWWM (then known as PET MI Holland). By the time I left, I had a supervisor's job—and 15 years later, I'm still geeked to be part of it all.

Q: That's fantastic! Do you have any interesting or funny stories about working with MWWM?

A: Well, Al, our founder, is a very efficient engineer, and early on, he had to be convinced that the loss in productivity incurred by a coffee break for our volunteers was well worth it in volunteer satisfaction! One of the joys of volunteering is meeting people from all

different walks of life.

As a supervisor, I also remember a time when I was asked if the blind brother of one of our volunteers could volunteer too. Thankfully, I was able to consult with other supervisors and find a place where this man could also volunteer and be productive.

Q: How is MWWM funded?

A: As a 501(c)3 not-for-profit corporation, we receive 100% of our operating funds from tax-deductible gifts. We are a small organization, and while we send out newsletters and our annual report, we don't do any specific fundraising events, per se. Our family of donors includes area churches, businesses, community foundations, healthcare facilities and other organizations aligned with our mission. Most notably, however, more than 75% of the donations we receive come from families and individuals who want to make a difference to those in desperate need in some of the most difficult places on earth.



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Q: What are some ways in which the West Michigan community can get involved with MWWM?

A: There are many ways to help. We invite people to tour our new facility and spread the word of our mission. People can support us with prayers, volunteer in our workshop or office, or help out financially or with gifted materials.

Q: How does MWWM interact with the Mobility Worldwide International organization?

A: Mobility Worldwide International is our parent organization. They have an annual meeting each fall that is hosted by one of the affiliate shops. MWWM hosted the annual meeting here in Holland in 2022. This year the meeting will be in Iowa.

Sometime this summer, Mobility Worldwide International and all of us affiliates will be celebrating the building and shipping of the 100,000th cart produced since the inception of the PET cart.

Q: How would you sum up Mobility Worldwide West Michigan?

A: Our carts change lives, and making the carts changes our lives.

Mobility Worldwide West Michigan is located at 414 East 40th Street, Suite 3, in Holland. Their hours of operation are 9am to 4pm Tuesday, Wednesday and Thursday. For more information, visit their website at mobilityworldwidewm.org.

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The AI Revolution: Will Your Business Sink or Swim?

By Jayden Orr, Business Development

Artificial Intelligence is just science fiction stuff, right?

You've seen it in movies like *Wall-E* and *2001: A Space Odyssey*, but it has always felt like a distant concept that would never materialize in our world. However, it seems like just overnight and AI news is everywhere. Tech giants are rapidly adopting it, and it is being searched over 1,428% more on Google than it was just three years ago.

Even in its adolescent form, AI is proving to be impressive. A well-known model, "ChatGPT," aced the Bar Exam in the 90th percentile, and researchers were impressed with the quality of its output. Believe it or not, that barely scratches the surface of what's been able to be accomplished. Creating entire songs from scratch, constructing 3D animated videos, and writing whole books in a matter of minutes is enough to seriously realize its potential.

To continue my previous analogy, in the grand scheme of things, AI is currently in diapers. However, as every parent can attest to, the phrase "They grow up so fast" rings true here as well. The current version of ChatGPT has been trained on 100



trillion parameters vs. 0.175 trillion of the last generation. Within a few short years, AI will have graduated from high school and will be looking to make its impact on the real world.

If you're a small business owner, it's more than likely that AI, IT, or even technology in general isn't your main focus. You're busy helping your customers, delivering your product, and paying your employees. The biggest mistake you can make here, however, is to choose to ignore AI until the day it's on your doorstep.

How will your business be impacted by AI? Many industries, like graphic design, media, legal, and accounting, are being labeled by experts as most likely to be disrupted by AI. This disruption will cause some businesses to fail, but it will also

create opportunities for businesses that are willing to embrace technology.

Will you adapt your business to take advantage of AI? Your employees will have the opportunity to work more efficiently as everyday tasks like scheduling, accounting, customer service, marketing, inventory management, recruitment, and more will be

optimized by AI as it is being integrated into the software we use.

Does your business have the technology necessary to thrive during the AI revolution? The bedrock for increasing productivity, reducing risk, and paving the way for future growth is your IT environment. In a world with more complexity, bad actors, and risk, it has never been more important to make sure you have the right partner for the years ahead.

AI is here to stay and is already changing the world—are you ready? If you would like to make sure your business technology is ready for the future, contact Macatawa Technologies at (616) 394-4940 or sales@macatawatechnologies.com.

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Hey, business owners!

You are asking the wrong question...

By John Preston, Small Business in Small Bites

Recent shoulder pains caused me to make my first-ever visit to a chiropractor. I showed up and received a stack of forms to fill out. The first page asked, “How did you hear about us?” There were three checkboxes labeled “yellow pages,” “internet,” and “other.” If I selected “other,” I had to write down what the “other” thing was.

Obviously, I chose one of the checkboxes that didn’t require additional effort. Besides that, however, “How did you hear about us?” is the wrong question. Unless your business is new, you hope people would have heard about it from thousands of different sources over the years. If you were asked, “How did you hear about Pepsi or Toyota?,” what would be your answer?

Businesses ask this question trying to gauge the effectiveness of their ad campaigns. Unfortunately, buying decisions can’t be so easily quantified. Can you imagine Miracle Whip trying to isolate the campaign that led me to use it on all my sandwiches?

However, there is one question you could ask that would provide helpful information. To understand that question and why it’s relevant, we need to take a deeper look at the customer’s path to your business. Here’s how I ended up with this chiropractor:

A quick Google search found eleven chiropractors within a 20-minute drive, and I scanned the whole list looking for names I knew. They must not be very good if I have not heard of them. That’s how our



minds work and why name recognition is the most crucial factor a business must develop for success.

In this case, I recognized eight of the eleven. That eliminated three options. Now what? Was there anything I knew about those eight that could help me choose one over the others? If there wasn’t, I’d read the reviews, even though I know those are incredibly unreliable and easily manipulated. Luckily, one of those eight names stood out because my wife had had a good experience there. Thus, my choice was made.

Customers go through some variation of this decision-making process for nearly every new service or product they purchase.

1. Create a list of choices (Google, Facebook, word-of-mouth, etc.).

2. Eliminate the choices you know nothing about.

3. Choose the remaining one that gives you the best emotional response. If none remain or stand out, you read the reviews or pick the cheapest.

This process only breaks down when a customer is driven purely by price. If they are looking for the cheapest option, that and that alone determines their choice. Most successful businesses, however, avoid price-driven customers as those are usually not profitable, are hard to satisfy, and are often transient.

Once you understand this process, the relevant question becomes apparent. Instead of “How did you hear about us?,” the question to ask is, “Why did you choose us?” The answer will often provide usable data to help shape future marketing decisions.



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Ensure Accurate Estimates When Rebuilding Your Home

By Andy Spears

Over the past three years, the pandemic has affected every aspect of our lives and our economy. Along with the obvious health impacts, the pandemic disrupted economies and supply chains across the world, in the United States, and here in Michigan. The resulting labor and material shortages have driven up the cost and availability of just about everything—including buying a home or rebuilding the one you already have.

Rebuilding Your Home: Labor and Material Shortages

If you're a car buyer, then you've already experienced this phenomenon. "Chip" shortages made national headlines when the lack of electronic components caused plants in Michigan and across the country to shut down, driving up the cost of cars, and made leasing and buying vehicles an extreme case of first-come, first-serve. Manufacturers couldn't build cars fast enough to keep up with demand. As a result, rather than take their chances, many car buyers choose to special order their vehicle to ensure they eventually get exactly what they want in a vehicle. They key word is eventually. Delays are common. Often, it takes several weeks or months to receive the ordered vehicle.

Although it hasn't gotten quite the same amount of attention, something very similar has taken place in the housing market in Michigan. According to *The Economist*: "As Covid-19 spread and countries locked down, the construction workforce took a big hit.... Around 88% of American contractors say they are still struggling to find workers,

leaving nearly 300,000 roles vacant."

According to the U.S. National Association of Homebuilders, the labor shortage and increasing cost of supplies is their most pressing challenge. Along with the pandemic, Michigan and other states face demographic challenges—skilled workers are retiring and cannot be replaced.

So, what does that mean to you?

Finding a home has been difficult as demand ensures that houses sell at an unprecedented rate. Like with the car market, homebuyers are choosing to build their own new home—or rebuilding and upgrading their existing home. But the volatility in construction has also made rebuilding a more difficult and costly endeavor.

Things to Remember When Rebuilding

Homeowners who are rebuilding must still contend with increased costs. The same post-pandemic forces that make your home more valuable also make rebuilding it more expensive.

As a consumer, this is an important factor to keep in mind when it comes to any reconstruction estimates you may receive as you're planning and executing your rebuild. Along with finding a reputable builder (if it's not DIY), setting a realistic timeline, and creating a budget, there's another important step that I also suggest to anyone considering a rebuild. It's a good idea to review with your insurance agent to be sure your reconstruction estimates are up to date with the higher-than-average cost of rebuilding homes.



Andy Spears is a respected agent for Farm Bureau Insurance of Michigan serving the Holland area. You may contact Andy at 616-396-3333 or aspears@fbinsmi.com.



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Guys Who Give Making a Difference in Ottawa County

Article and photos submitted by Eric Krupiarz, Chapter President



Guys Who Give pride ourselves on being a catalyst for giving where we live. The simple platform and quarterly meeting format allow for guys to get together and make a difference. The Ottawa Guys Who Give meetings take place on the second Wednesday of the second month of each quarter at Port 393 (393 Cleveland Ave) in Holland, a great location for growth and opportunity.

The meeting agenda is simple:
Doors Open: 5pm
Registration/Happy Hour: 5-6pm
Meeting: 6-7pm

During the meeting, members have the opportunity to nominate a local Ottawa County 501(c)3, and then three nominations are randomly selected. If a member's nomination is chosen, that member has five minutes to speak to the group on that organization and why they feel it deserves the collective effort of the groups' donations. From there, we have a silent vote, and the charity with the most votes receives the full donations from that event.

Membership in Guys Who Give is considered a rolling four-quarter commitment to

donate a minimum of \$100 to each charity (whether the member is present or absent at the quarterly meeting). One hundred percent of all donations go directly to the charity, and each winning charity is then asked to come and present at the next meeting. This gives members and visitors the opportunity to feel and see the impact from what the Guys can do!

Our first impact event in February allowed us to build momentum and help impact LAUP (Latin Americans United for Progress). Our second event in May benefitted Eli J Boxing Club. The next Ottawa Guys Who Give meeting is coming up on Wednesday, August 9. What organization will benefit next?

For more information about Ottawa Guys Who Give, contact Chapter President Eric Krupiarz at (616) 233-2114, email ottawa@guyswhogive.org, or find them on Facebook at [Guys Who Give—Ottawa County](https://www.facebook.com/GuysWhoGive-OttawaCounty).

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New Study: 3 Ways to Be an Even Better Leader

By Tracy Brower, PhD



Plenty of things have gotten harder lately, from political divides to new complexities in how work gets done. It's tougher to connect and more challenging to ensure well-being. But leadership may have just gotten easier based on an intriguing new study—and three simple areas on which to focus.

When people have autonomy, a sense of competence, and when they believe a leader cares, they tend to be more optimistic, resilient, flexible and confident about their contributions, according to a study by the University of Bologna and Wilmar Schaufeli of Utrecht University. All of these are linked to engagement, performance and plenty of positive outcomes for both people and companies.

It's a big payoff—based on a straightforward focus in just three areas.

3 Things People Need

1. Autonomy

First, people want to have a sense of independence, choice and empowerment. In short, we all want to be treated like grownups. Leaders can provide autonomy by giving people more choices in where, when and how they work (when it's possible for the job). Leaders can also consider how they empower people to make decisions, give input and have a voice in how things are running. People

appreciate having options in the projects they contribute to and the types of growth opportunities they can access.

2. Competence

Employees also want to have a sense of their own competence. In fact, people all have an instinct to matter. And when they contribute to their community and have the opportunity to express skills and talents, these are linked with greater happiness, joy and fulfillment.

Leaders can emphasize competence by providing strong direction. People don't want to just lay bricks, they want to know they're building castles. Reminding people about the vision and mission of their work can be motivating because there is line of sight to a bigger picture. And leaders can ensure they're providing recognition for work which is done well.

In fostering a sense of competence, leaders are also smart to hold people accountable for results. They can reinforce competence by standing by people if they make mistakes or fail. If people are stretching and taking appropriate risks to innovate, they won't always succeed—but leaders can provide support even when an outcome needs improvement.

3. Caring

People also want to know that leaders care. In a world where so much is coming at us all the time, attention is one of the

most scarce resources—and leaders who are present and accessible and who empathize and demonstrate compassion are ones people trust and want to follow.

Leaders should stay in touch with employees through regular one-on-ones and be accessible when people reach out. They do well to tune into people and notice when they may be struggling. Leaders can ask questions and listen, connecting people with resources as necessary or providing guidance on key tasks.

Elegance and Simplicity

The best solutions are the ones which are most straightforward. When things are complex, overwhelming or difficult, it can be tremendously helpful to find a simple, elegant solution. And focusing on just three things may be just the approach leaders need now.

Dr. Tracy Brower is a PhD sociologist studying work-life fulfillment and happiness. She is the author of The Secrets to Happiness at Work and Bring Work to Life. She is the vice president of workplace insights for Steelcase and a contributor to Forbes and Fast Company. Her work has been translated into 19 languages. You can find her at tracybrower.com, LinkedIn, or any of the usual social channels.



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CALENDAR OF EVENTS

August

Wednesday, August 2

Let's Talk Venture: Ask the Experts

@The Bridge, 109 Michigan Street NW, Grand Rapids

The Michigan State University Research Foundation has been investing in high-tech, high-growth startup companies since 1982. Over the last seven years, we've established two investment funds—Red Cedar Ventures and the Michigan Rise Pre-Seed III Fund—to become one of the most active pre-seed and early-stage venture investors in Michigan and throughout the Midwest. Join us for lunch and a short presentation about our history, current portfolio, and how we work with entrepreneurs. Presenters Jess Wesley, Tommy Skinner, and Kyle McGregor will hold office hours after the lunch for the remainder of the afternoon until 4:30pm.

Time: 12-1pm lunch

Cost: Free

www.eventbrite.com

Thursday, August 3

HYP Tacos and Trivia

@Tulip City Brewstillery, 430 W 17th Street, Holland

Join us at TCB and unwind from 6-7pm, followed by team trivia from 7-9pm. Hang with some good friends, have fun and get to know new people—and then compete with them in trivia! Spice Boys Food Truck will be onsite with the best tacos in Holland. First drink is on HYP so make sure to check in and collect your drink voucher!

Time: 6-9pm

Cost: \$2/person

www.behyp.org

Wednesday, August 9

Ottawa Guys Who Give

@Port 393, 393 Cleveland Avenue, Holland

Guys Who Give pride ourselves on being a catalyst for giving where we live. At each quarterly meeting, members have the opportunity to nominate a local Ottawa County 501(c)3 and share why their nomination should win. We have a silent vote, and the charity with the most votes receives the full donations from that event. Doors open at 5pm; registration and happy hour 5-6pm; meeting 6-7pm.

Time: 5-7pm

Cost: \$100 per quarter

www.guyswhogive.org/chapters/ottawa-county-mi.html

Thursday, August 10

Grand Rapids Chamber: Business Exchange Luncheon

@Sunnybrook Country Club, 624 Port Sheldon SW, Grandville

The Grand Rapids Chamber's most popular networking event provides members and future members with facilitated networking as well as an opportunity to leave the event with at least 14 new, quality leads. Facilitators walk attendees through conversations at one table during lunch and another after lunch. Expo tables and open networking are also offered.

Time: 11:30am-1:30pm

Cost: \$45 (Non-members: \$60)

www.grandrapids.org/events-calendar

Monday, August 21

West Coast Chamber Golf Outing

@Macatawa Golf Club, 4600 Macatawa Legends Blvd, Holland

It's time to tee-up for the West Coast Chamber's 55th Annual Golf Outing! This is a great annual summer event that allows members to get together and enjoy the great outdoors. And shotgun starts are back! The 7:30am team of 4 shotgun is SOLD OUT—but as of this writing, the 1:30pm team of 4 is still available. Member single golfer spots are still available for morning and afternoon. Lunch is served in between flights. Foursome or single golfer registrations are available.

Time: 7am-7pm

Cost: \$175-800

www.westcoastchamber.org

Friday, August 25

HYP-GHYP Annual Golf Outing

@Pigeon Creek Golf Course, 10195 120th Avenue, West Olive

The 2023 Young Professionals Golf Outing will be a joint event put on by the Holland Young Professionals (HYP) and the Grand Haven Young Professionals (GHYP). This is a fun, laid-back outing for all experience levels. Non-golfers welcome as well! Join us for a nine-hole scramble with plenty of prizes, food, and drinks. Following the outing we will meet in the clubhouse for dinner with an awards ceremony. We'll also have yard games near the clubhouse that can be used before, during, and after the scramble. Sign up as an individual or as a team—everybody is welcome!

Time: 3-7pm

Cost: \$35-45

www.behyp.org

All event information was correct at the time of printing, yet event details are subject to change. Before attending, please check with event organizers for the most up-to-date information.

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The Golden Rule—It Works in Business, Too

By Lucy Reynolds

THE GOLDEN RULE



Do you remember learning “the Golden Rule” when you were a child?

“Do unto others as you would have them do unto you.”

It may sound simple or trite, but truly, the Golden Rule also works well in adulthood—not only in your personal life but in business as well. When you think of how you’d like to be treated, respected, listened to, included, given opportunities, praised, rewarded, promoted, etc., you’ll almost immediately gain some valuable insight into how to treat your colleagues, supervisors, clients, and customers.

When you plan a meeting, for example, you’d certainly like

for others to attend, to arrive promptly, and to participate appropriately—so be sure to attend, arrive promptly, and participate appropriately when you’re involved in a meeting planned by someone else.

When you make a presentation, you’d like others to pay attention, to show interest, and to ask thoughtful questions—so be sure to pay attention, show interest, and ask thoughtful questions when you’re observing others’ presentations.

When you offer an idea for consideration, you’d like that idea to be heard, to be treated with respect, and to be considered along with the ideas of others—so be sure

to listen to, offer respect for, and consider the ideas of your colleagues.

When you place a phone call or send an email, you’d like to have a timely reply—so be sure to return phone calls and emails yourself in a timely manner.

You’d like to be treated fairly in business, so be sure to treat your colleagues and customers fairly.

You’d prefer not to be the fodder for office gossip, so be sure not to participate in and further gossip about others.

You’d like for people to be honest with you, so be sure to be honest yourself.

The list could go on and on... because the principle is timeless and true. When you really stop and think of how you’d like to be treated in business, you’ll realize that your standards for how you treat others need to be pretty high and honorable. Whatever the circumstances, just remember the Golden Rule...it’s worth it.

Lucy Reynolds regularly speaks and writes about good manners through her business Excellence and Etiquette. Contact her at lreynolds@bestversionmedia.com for more information.



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The CONNECT Business Bulletin



Congratulations to Zeeland's Royal Park Place and Royal Atrium Inn, as they recently received recognition and honors in the U.S. News & World Report's list of Best Independent Living and Best Assisted Living communities.



Thompson M-TEC, a service of Ottawa Area Intermediate School District, has announced the opening of a second CNA training location inside West Michigan Works! in Holland at 12331 James St. Suite 130 in The Shops at Westshore.

This section of our publication is for YOU to share the good news happening in your company with our entire business community. We want this to be a place to herald positive business news about expansions, employee promotions and recent industry awards and recognition. Please contact Content Coordinator Lucy Reynolds at lreynolds@bestversionmedia.com to share your latest updates!

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