



The Rotary Club of Columbia-Patuxent
www.columbiarotary.com

Fridays - 7:30 a.m.
January 10, 2025

“The Magic of Rotary”

Meeting Location at The Periodic Table

(8808 Centre Park Dr., Columbia, MD 21045)

Virtual option

<https://us02web.zoom.us/j/5273487461?pwd=TIZpMUZQREIzL3BRQnJiL0lNZHJQZz09>

Meeting ID: 527 348 7461

Passcode: op@1234

Thank you to Lance and the Periodic Table for hosting our meeting!

Happy Dollars Link: <https://columbiarotary.com/virtual-happy-dollars>

Club President Karen Mosel - opened the meeting

Greeter, Pledge, 4-Way Test, Grace & Vocational Moment - Kashonna Marrow

As a training and development leader, Kashonna said she loves to see people become better. One of her favorite topics is teaching about customer experience. She said there's a difference between customer service and experience. Service is very reactive, whereas experience is very proactive. When we are approaching people throughout our day, whether you're at work or at home or just out and about, what experience are you giving people when they encounter you? Are you meeting them with a smile? Are you welcoming them with a hug? Are you making sure that whatever it is they're experiencing, they forget about it when they're with you? Make

sure that the experience that you leave people with is a wonderful experience, and when they walk away, they remember how you made them feel.

For grace, Kashonna said: “Lord, we are so gracious to be thankful for your grace. This morning, we're so grateful that even though it's cold outside, our hearts are warm. We take this moment to lift up our friends, family and loved ones in California, those who are suffering great loss. We pray that you would comfort them during this time and let them know that you are near. We pray for those like our friend and our grant recipient, Nette Stokes, who lost her husband. We pray that you would comfort her and let her know that you are near. We pray that you bless this food and let it be used for the nourishment and strengthening of our bodies. I also take this time to lift up a special prayer for those in the room who are Ravens fans. I pray that you would comfort them as they lose this upcoming game with the Steelers.”

Visiting Rotarians - None

Other Visitors - Ms. Nike Ayoola (guest of Wanda Medina)

Makeups - Board Meeting

Club Announcements:

John Moseman - the Super Bowl pool is up and running. We're getting a lot of feedback on the new flyer that Dave Bittner made. It looks good. We're back in business. Squares are \$100 each or three for \$250. We ask you to please send the flyer to friends, family, co-workers. Anybody is eligible to join our pool. Let's sell three boards this year.

Karen and Charlie - Charlie is writing a sample Super Bowl pool letter that we can send to friends and family. Charlie said don't send the letter only to friends you pick and choose. It's a chance for all your friends to have fun and possibly win \$1,000 or \$2,000 or \$3,000. The great news is, if you lose, the money goes to charity. Nobody else, or very few other people, are having pools where you win because you're either making a contribution to charity or you're putting \$1,000 in your pocket. Send the letter to every man, woman and child on your email list and see what happens. You'll be surprised at the people who want to jump into that kind of a pool. You don't have to know anything about football to buy a Super Bowl pool square.

Linda Ostivitz - I sent out an email with the Super Bowl pool PDF attachment the other day to about 15 people. In an hour, three people responded and said thanks for letting me know, I'll take care of this. My messaging is exactly what Charlie was talking about. You can put cash in your pocket, but even if you don't, you're a winner. In each of the messages I sent, I identified several of our past grant recipients because you never know what's going to strike a chord with somebody. It's just another thought on how to make this more personal to the people we're reaching out to.

Charlie - the endowment fund drive has done amazingly well, but we are about \$8,000 away from our matching goal of \$50,000. Thank you all so much for your contributions. Again, this is the future of our club, to keep the wonderful things that this club has done for many, many more years going. We're coming up on our 40th anniversary. I hope we'll start sometime soon

preparing for a celebration for that, but this is a great way to celebrate as well, because it's the present and the future of our ability to give to the community. So keep those checks coming.

Matching Goal Achieved - near the conclusion of today's meeting, Karen rang the bell and announced that Susanne Caviness had just written a check that filled up the rest of the endowment fund drive's \$50,000 thermometer.

Geoff Carton - at Karen's house on Jan. 15 we're putting together dinner for Grassroots. We need three volunteers to get it to Grassroots and serve it the next day, Jan. 16. I need information on these volunteers so they can be vetted in a background check beforehand. On Feb. 26 we'll be doing the dance at Winter Growth for people in the Memory Care Club and their significant others. Sobar is bringing the drinks, Charlie is bringing the music and Karen is bringing the photo booth. In March we're planting an herb garden at the Island House for women. We'll work with Rebuilding Together on April 26.

Karen - June 7 is the date for our Annual Dinner, so put it on your calendar. Also, Sandy Harriman is in the hospital right now with high blood pressure, so keep her in your prayers. Remember that next week our guest speaker is District Gov. Nomie Hamid. It's an opportunity to invite friends and family to come and see our district governor.

PROGRAM - Greater Maryland Better Business Bureau - Mike DiGiacomo

Linda introduced Mike, who became president and CEO of the Better Business Bureau of Greater Maryland when Angie Barnett retired in July 2024. In that role, he leads efforts to promote trust and integrity within the marketplace, ensure businesses adhere to ethical standards and consumers are well-informed. Mike previously was executive director of the governor's Workforce Development Board and has over 30 years of experience in private sector business sales, development and systems management. He holds a Bachelor's Degree in Business Administration from Towson University and a Master's Degree from Johns Hopkins University.



Mike said people commonly think the Better Business Bureau is all about consumer complaints. "That's the consumer side of the business, and we do a really good job of doing that," he said. "We do resolutions, we do all kinds of things related to customers that come in. You think you're getting ripped off or something happened to you. We will work with you to mediate the conversation. We do that every day." Through its Foundation, the BBB also educates consumers to be smarter in the marketplace.

"We go to senior centers, we go to schools to talk to folks about how not to get scammed," Mike explained. "We tell seniors and kids things they need to know, what not to do, how not to get ripped off by a contractor, how not to do this and how not to do that. People who really don't understand are the most vulnerable here. They just don't know any better. If you have a question, if you have a concern, get it to us. If someone's having trouble with a company or a contractor who's not a BBB member, we will look, we will take on an accredited or non-accredited business. That's the consumer side of what we do."

For businesses, the BBB offers membership and accreditation. In order to be accredited, a business must meet “rules of trust” that include (1) they are financially viable and have been in business for six months; (2) they have to be licensed; (3) they must have truth in advertising; and (4) they cannot have customer complaints that haven’t been responded to.

The nonprofit BBB has 2,800 members compiled into a directory that consumers can access. It builds relationships because trusted businesses want to do business with other trusted businesses, according to Mike. “If you're an IT company and need marketing services or accounting services or legal services, you want to know that the business you're dealing with is a member of the Better Business Bureau, because they've been accredited.”

The BBB also has valued added services for members, 80% of whom are general contractors, most with one to 10 employees. “We’re trying to provide opportunities for small companies to learn about banks,” Mike said. “Like what if I need a loan? How do I get a loan? How do I get a line of credit? They might not know about benefits. Where do I go to get benefits? Insurance? What insurance do we have? We’re putting together this community of business to business, an opportunity for all of us to help each other. We're trying to build something that people can actually take advantage of.”

Thank you, Mike!

Happy Dollars: <https://columbiarotary.com/virtual-happy-dollars>

Dave Muncy led Happy Dollars:

From 15 club members in appreciation for today’s program.

Pete - recounted how he got lost looking for a restroom at an auditorium where President Carter was giving a speech. He ended up in a restricted area. Two Secret Service agents escorted him back to his seat. After the speech, when people asked what did President Carter talk about? He said, “I don’t know. I really needed to find that bathroom.”

Fred - I worked on a project with Angie and her BBB staff prior to the pandemic and they were terrific people. Mike inherited a great group, so good luck to you. Also, a happy dollar for this club. This is my first meeting since before the holidays. It's great to be back and see everybody.

Caroline - I worked with BBB throughout my business career and found them most helpful. Everything I took to them, they resolved. I'm grateful for that. I'm also happy that Chuck is doing so much better. He's in rehab, he can sit on the edge of the bed without falling off. Thank you all for your good wishes and prayers.

Dave Bittner - I have five happy dollars. I'm happy that this morning I sat on the edge of the bed and didn't fall off. So, a good start to the day, and just happy to see everybody.

Shaun - happy Friday, everyone. Stay warm and go, Ravens.

Linda - like Caroline said, my experience with the Better Business Bureau (and this was when Angie Barnett was there) was very complicated, very challenging, but they were reasonable, and they were wonderful to deal with. My second dollar is for the fact that Patrick McCabe is home in Maryland, safe and sound, having left LA without his home being damaged (by fire).

Charlie - Patrick did have to evacuate on Wednesday night because these fires are so unpredictable as to what they're doing. Where he lives is still not out of the woods, so to speak. We'll see, but I'm glad he's here. Also, thank you all so much for the effort on the endowment. If we can close it out, that would be fantastic. But we've got a lot of other priorities and things going on. We need to sell a lot of Super Bowl raffle tickets, so let's do that. And we can say: Go, Ravens, but also go, Commanders, on Sunday night.

Adam - I have 10 happy dollars. Some are makeup dollars. Some are for the program. As a contractor with an A-plus rating that we're very proud of, we also try to help educate prospects and encourage them to go look for complaints about other companies they're considering. The BBB is really a wonderful resource, so kudos to you all.

John - a happy dollar from a former board member of BBB.

Tom - although I can't do it with the same enthusiasm as Kashonna, this is contrary to Kashonna: Go, Ravens.

Mike DiGiacomo - a happy dollar for the work this club does to help other folks. You do work just like we do work in the community.

Karen - a happy dollar for Sandy, hoping she gets out of the hospital quickly. I had a great coffee with Paul Hanges this week. Also, everybody stay warm, go out and make everybody feel like somebody.

50/50:

Ticket Chosen - Mike DiGiacimo

Harry Thompson selected this card



No winner today!

The Club's Calendar is up to date! Check it often for upcoming events, including each Friday's speaker, at <https://columbiarotary.com/events>

[Upcoming Meeting Programs and Other Events](#)

1/17/2025 - District Governor Nomie Hamid - Periodic Table - 7:30-8:30 a.m

1/24/2025 - Wings of Hope Global Cooperative - David Weeks - Periodic Table - 7:30-8:30 a.m

1/31/2025 - Classification Talk - Robin Thoms - Periodic Table - 7:30-8:30 a.m.

2/7/2025 - Voices for Children - Erica Byrne - Periodic Table - 7:30-8:30 a.m

2/21/2024 - Grants Preparation - HarryThompson - Periodic Table - 7:30-8:30 a.m.

2/28/2025 - Club Bylaws Discussion - Kellie Lego - Periodic Table - 7:30-8:30 a.m.

3/14/2025 - Interactors Four-Way Speech Contest - Kellie Lego - Periodic Table - 7:30-8:30 a.m.

3/21/2025 - Unstoppable Futures - Amelia Stansell - Periodic Table - 7:30-8:30 a.m

5/8/2025 - Tour de Vines fundraiser - Wilde Lake Interfaith Center - 6-9 p.m.

6/7/2025 - Annual Club Dinner - Details TBA

Community Service Events:

1/15/2025 - Prepare dinner for Grassroots - Karen Mosel's house - 6 p.m.

1/16/2025 - Serve dinner at Grassroots shelter - 4:45-6:45 p.m.

2/2025 - Winter Growth dance - time TBA

3/2025 - Garden at Tuerk House - Details TBA

4/26/2025 - Rebuilding Together - Details TBA

ROTARY INTERNATIONAL

www.rotary.org

ROTARY INTERNATIONAL DISTRICT 7620

www.rotary7620.org

ROTARY CLUBS OF HOWARD COUNTY, MD

Rotary Club of Columbia-Patuxent

www.columbiarotary.com

Fri. 7:30am, Periodic Table, 8808 Centre Park Dr, Columbia, MD 21045

Rotary Club of Columbia

www.columbiarotary.org

Tues. 6:30pm, Eggspectation

CURRENTLY, MEETING VIRTUALLY EACH TUES NIGHT - CALL 410-442-5167 for details

Rotary Club of Columbia Town Center

www.ctcrotary.org

Wed. 12:15pm, Meets virtually and in person the first three Wednesdays of each month, The Periodic Table, 8888 Center Park Dr

Rotary Club of Elkridge

<https://www.elkridgerotaryclub.org/>

Wed. 6:30pm, Elkridge Furnace Inn, 5745 Furnace Ave, Elkridge, MD 21075

Rotary Club of Ellicott City

<https://ellicottcityrotary.com/>

Thurs. 12:00pm, Tersiguel's and Georgia Grace, Downtown Ellicott City: TBD

Rotary Club of Ellicott City Sunrise

www.sunriserotaryec.org

1st & 3rd Thurs. 7:15am, Tersiguel's Restaurant, 8293 Main St, Ellicott City, MD, 21043

Rotary Club of Howard West

[Rotary Club of Howard West](#)

1st & 4th Monday, 6:30pm, Mission BBQ, 3410 Plum Tree Dr, Ellicott City, MD 21042