



The Old BARN POST

Quarterly Newsletter of The Hess Agency

Summer 2020

Business As (Un)usual

So... anything different happening in your world lately? The plans that we laid out way back in the winter have all been scrapped, and it feels like we're going to have to make decisions more on the fly at least for the foreseeable future. I've heard it said, "If you want to make God chuckle, tell Him about your plans."

Thankfully, we've been blessed as a business just to be available to answer your phone calls and emails during the past three months. When state officials shut everything down in March, three of us remained in the building as a command center, operating with almost all the lights out, and everyone else working from home. We live-answered every one of your phone calls, and relayed messages to those working remotely for callbacks. Around a month ago, we upgraded our phone system, and can now do call transfers easily to those working remotely.

After a few days, the state determined that insurance offices are essential, and we could operate with the barn doors locked, no in-person meetings, and limited staff on site. At that time, we increased our staffing in the building to around seven and worked that way for around two months during the Red Phase.

I'm certain that some of you have had similar moments, but working in a mostly dark, empty barn with just a few cars in a big parking lot felt strangely apocalyptic. Normally, there is a vibrancy to our workspace—a certain buzz you might say, and that was missing for quite a while. So, whether you were telecommuting from home, laid off from your job, or working in a strange setting, these likely have been challenging and crazy months for you, as well.

We recalled a few more folks back to the office when Lancaster County entered the Yellow Phase and added a couple of people each day in the Green Phase.

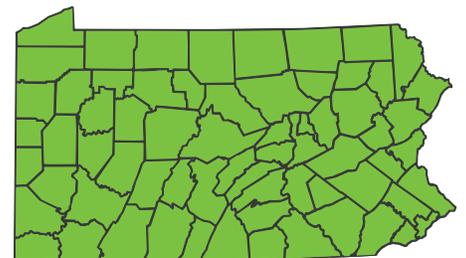
A huge change for us moving to green is we require masks in the building, disinfect common surfaces every night, and maintain distancing as much as possible to comply with CDC guidance.

On a personal note, the things that I intended to accomplish while staying at home- repainting our basement, clearing out closets, and losing a few pounds- never happened. My time was filled instead with watching Tiger King, playing Sudoku, and reading sports pages even while no sports were happening. I've been trying to find glimpses of hope each day and focus on those instead of the daily news grind. One small victory for Orioles fans--no one predicted that we would be tied for first place this late in the summer.

Your phone calls and email requests have transitioned in the past couple of weeks from Covid-19 relief, claims inquiries, and billing postponements to more confident inquiries such as new cars, homes, and re-opening of businesses and institutions. Many of you are now looking to a positive future and that's a welcome sign.

Hopefully, we can get back to some semblance of normal life and keep our heads above water until a vaccine can be developed and distributed. As always, if you have any questions on your insurance protection, you'll find us in the barn. Stay well.

Steven L. Faus, CIC, CLU
President

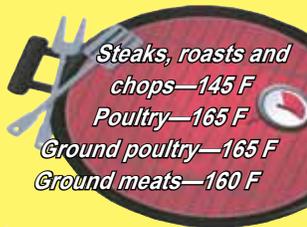


Grilling Out? Keep These Simple Safety Tips in Mind

Though grilling is an extremely popular way to prepare food in the summer, it can also be dangerous. According to the most recent US. Fire Administration data, gas and charcoal grills account for an average of 10 deaths and 100 injuries annually.

This year, keep the following safety suggestions in mind when you go to fire up your grill:

- Make sure your grill is at least 3 feet away from other objects including your house, trees and outdoor seating.
- Remember that starter fluid should only be used with charcoal grills and never with gas grills.
- If you suspect that your gas grill is leaking, turn off the gas and get the unit fixed before lighting.
- Do not bring your grill into an unventilated or enclosed space such as the garage or inside of your home.
- Do not let children and pets play near the grilling area when cooking until the grill is completely cool.



Fresh from the Fields

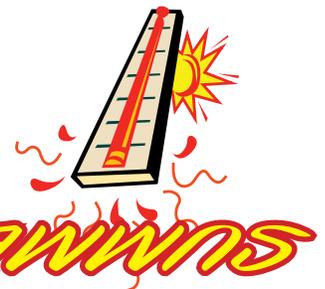
Welcome to the Barn!

We are happy to welcome Matt Myers to the barn. Matt began his insurance career at Colonial Penn as a licensed life insurance agent. For the last 10 years Matt has had the opportunity to help insurance customers with their personal home, auto and life needs, and most recently commercial business needs with Murray Insurance. We are excited to welcome Matt to our Personal Lines department.

Also, we are pleased to welcome Will Downing to the barn. Will joins The Hess Agency as Director of Operations. A native of West Virginia, most recently, Will held the position of Facilities & Risk Manager at Sight & Sound Ministries, Inc. Previous positions include over 16 years of risk management, commercial insurance management and strategic leadership experience. Will holds a Master's in Business Administration from Liberty University and is currently working on finishing his Doctoral Degree in Strategic Leadership. He currently resides in Lampeter, PA with his wife and daughter.

We are here to serve you Monday through Saturday
Weekdays 8:00 a.m. - 5:00 p.m. Thursdays 8:00 a.m. - 8:00 p.m.
Saturday 8:00 a.m. - noon Other hours by appointment

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