Local Business Owners Share Trials & Tribulations of Reopening

by RONNI WILDE — CBN Reporter

A s businesses in Central Oregon slowly reopen, owners are working diligently to keep up with the new rules required of them resulting from the pandemic. While most are delighted to open their doors and be back in the business of live, face-to-face interactions with customers, the new way of doing things is not easy. The mandated and suggested protocols are time-consuming, and the necessity of having to tell customers what they can and cannot do has created some awkwardness.

Cabin 22 restaurant reopened on May 15, and owner Mitch Cole said the eatery has been buzzing with activity every day since. “Business has been fantastic,” he said. “We have been full every minute of every day since we reopened. Every single employee has come back. We have the luxury of a very large patio, so people feel safer with that.” He added, “I’ve been absolutely blown away by the community support; Bend is that community.”

The biggest challenge with reopening, however, has been enforcing the new rules, Cole said. “It’s difficult to tell people what to do. I don’t want to tell people not to sit here or walk there. And it’s awkward for staff. I have been here bell to bell every day, and it’s a constant thing, telling people what they can’t do. It’s tough,” he said. “When you tell them, they are awesome, but they don’t necessarily know the rules. We are constantly educating clientele. We have tape on the ground, signs, etc., but they are used to the way we have done things in the past.”

Pets Filling a Void Like Never Before

by RONNI WILDE — CBN Reporter

I n a world gone awry, our furry, four-legged friends can make the difference between a good day and a bad day. They love us unconditionally, greet us with unbounding enthusiasm and sit dutifully by our sides while we work from home or do our chores. Our pets may not know there is a pandemic going on, but they do know when we are upset or anxious, and there is nothing they’d rather do than offer us comfort.

“Affection from my dog and cat are easing my soul. These have been challenging times emotionally, mentally and physically, and the animals have been my unconditional support,” said Tralain Benner, owner, president and CEO of Mama T’s Pet Products. “I have always worked from home, but the challenging part now is the extra activity in the house.” Benner is married and has two teenage sons, a dog named Blu and a cat named Charley, all of whom are home together throughout the day during this season of COVID. When the pressure gets to be too much, Benner said Blu has been her escape. “When I need a break, we go for a walk. Everyone in my neighborhood is out. Animals are definitely getting more attention.”

Benner said her pets have also picked up on the added stress in the house. “Blu requires more attention. When I need a break, we go for a walk. Everyone in my neighborhood is out. Animals are definitely getting more attention.”

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Mama T’s is an e-commerce and wholesale product line of Pet Therapy CBD Oil (mamatspetproducts.com) that Benner created in 2018, and she runs the business from home. In the
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GROWING LOCAL BUSINESS

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City Launches New Online Payment System for Utility Bills

The City of Bend launched the Invoice Cloud online payment system for utility bills on May 18. This system is an expedited replacement of the Click2Gov system that may have been the target of a potential data security incident in late 2019. The new online payment system provides safe, easy and convenient ways for City of Bend customers to pay utility bills online and via text. With the new online payment system, customers can:

- View bills and/or make a payment from anywhere with internet access.
- Set AutoPay to pay the balance of a utility bill on the due date.
- Pay by Text to receive notifications about bills and pay via text message.
- Go Paperless to reduce paper waste and clutter.

Boys & Girls Clubs of Bend to Reopen June 15

Days after summer camp guidance was released and programs were given the green light to operate by the Oregon Health Authority, Boys & Girls Clubs of Bend (BGC) announced that it would reopen on June 15. This opening is one week earlier than planned, for a total of an 11-week summer program, ending on August 28. “Our leadership team and board have spent countless hours working toward reopening safely and are so excited to welcome our members back to the Club this summer,” shared Juliana Williams, executive director. “We are committed to doing whatever it takes to adapt and innovate so that we can create a safe and fun summer experience for our youth.”

Between now and their opening, BGC will be busy with preparations, which include securing equipment and supplies and preparing the facilities.

Healing Reins Therapeutic Riding Center Announces Search for New Executive Director

Healing Reins Therapeutic Riding Center (HRTRC) announced that the Board of Directors will be conducting a search over the coming weeks to identify a successor for the previous Executive Director, Dita Keith, who left the organization in early May 2020. Keith recently celebrated 12 years with Healing Reins and, in her role as executive director, helped lead HRTRC to become Central Oregon’s largest, longest standing and most trusted therapeutic riding center. On behalf of the Board of Directors, we want to thank Keith for her outstanding leadership, commitment to the organization.

At HRTRC, people of all ages and abilities are helped to gain independence and experience joy in a safe, supportive and inclusive environment. HRTRC offers nationally accredited, evidence-based services to like-new. 24 on site parking spaces.

**RECENT TRANSACTIONS**

Principal broker Bruce Churchill of Compass Commercial Real Estate Services represented the seller, Basalt Number Five, LLC, in the disposition of 63575 Hunnell Road in Bend. The 2.15-acre parcel sold for $796,000.

Compass Commercial Real Estate Services broker Graham Done represented the landlord, Floyd Lewis Real Estate, and the tenant, Style 8 Design, LLC, in the lease of a 6,050 SF industrial suite located at 126 NE Emerson Avenue in Bend. Brokers Ron Ross, CCIM and Terry O’Neil, CCIM of Compass Commercial Real Estate Services represented the buyer, Scharf Investments, LLC, in the purchase of the 5-building office complex, home to 30+ tenants and consists of nearly 69,000 SF on 4.5-acre primely positioned and well known Country Club Professional Center located at 921 Country Club Road in Eugene, Oregon. The purchase price was $8,625,000.

The New Mexico Children, Youth and Families Department has chosen Bend-based GL Solutions to develop a configurable GL Suite application to protect the public through process automation and data management. The New Mexico Children, Youth and Families Department provides regulatory functions, including the licensing of residential treatment centers, group homes and other facilities. The department will join the dozens of licensing agencies across the country that use GL Solutions’ highly configurable GL Suite application to protect the public through process automation and data management.

The New Mexico Children, Youth and Families Department has chosen Bend-based GL Solutions to develop a software system to streamline regulatory functions, including the licensing of residential treatment centers, group homes and other facilities. The department will join the dozens of licensing agencies across the country that use GL Solutions’ highly configurable GL Suite application to protect the public through process automation and data management.

Thank you for your support! To become Central Oregon’s largest, longest standing and most trusted therapeutic riding center, on behalf of the Board of Directors, we want to thank Keith for her outstanding leadership, commitment to the organization. At HRTRC, people of all ages and abilities are helped to gain independence and experience joy in a safe, supportive and inclusive environment. HRTRC offers nationally accredited, evidence-based services to like-new. 24 on site parking spaces.
On May 26, 2020, Redmond City Councilor Joe Centanni announced his resignation from Council due to relocating out of state. Centanni served Redmond as a City Councilor from 2006-2011, and again since 2012. Following the announcement, Redmond City Council approved Mayor George Endicott’s appointment of Albert Calderon to fill Centanni’s newly vacated seat.

“I love Redmond’s small-town charm and progressive mindset. As a contractor, I have had the unique privilege to working closely with many city staff members across multiple departments and am always impressed by their professionalism,” remarks Calderon. “Redmond’s leadership has done an amazing job being fiscally responsible, while paying close attention to the development and maintenance of the city’s infrastructure. I look forward to serving the residents of Redmond and continuing its long-standing tradition of community minded leadership.”

Calderon is a general contractor and owner of Calderon Enterprises LLC. He was raised in Redmond and is a 2001 graduate of Redmond High School.

“After interviewing Mr. Calderon, it was evident that he is passionate about giving back to the community where he was raised and now operates a successful business,” states Mayor Endicott.

The appointment would be effective immediately and ends when the term expires December 31, 2020.

The public is invited to comment on the Deschutes County Community Development Department’s proposed work plan for 2020-21 at an upcoming Deschutes County Board of Commissioners’ public hearing on Wednesday, June 10, 10am, Deschutes Services Center, 1300 NW Wall Street, Bend.

The draft work plan outlines the department’s anticipated projects and goals for the coming year including:

- Maintaining high customer service levels with appropriate staffing while practicing social distancing, among other safety measures to protect everyone, and expanding training for CDD’s online services
- Ensuring the department’s financial stability and implementing financial contingency measures if economic conditions warrant such action
- Adjust public involvement strategies due to the COVID-19 pandemic to maximize participation
- Supporting opportunities to provide affordable housing, including developing a comprehensive Deschutes County housing strategy
- Conducting community conversations to consider wildfire mitigation hazard map and development code amendments
- Coordinating with and supporting our four cities in their efforts to update their comprehensive, growth management, affordable housing and transportation plans
- Evaluating new state wildlife habitat inventories, and conducting community conversations regarding new or updated protection measures
- Preparing to initiate the County’s Comprehensive Plan Update beginning in late 2021
- Implementing a potential new state law to allow accessory dwelling units on rural residential lands
- Participating in processes to update County transportation plans

The department’s draft work plan for 2020-21 and annual report for 2019 are available online at deschutes.org/cd.

For more information call 541-385-1708. Written feedback about the draft work plan can be submitted via email to nick.lelack@deschutes.org.
Of all the industries affected by the COVID pandemic, perhaps none have been hit as hard as that of travel and leisure, globally and locally.

In a letter to Congress, the American Hotel & Lodging Association (AHLA) reported the following: “The hotel industry has been decimated by the COVID-19 health crisis. According to the Bureau of Labor Statistics (BLS), the leisure and hospitality sector lost 7.7 million jobs in April alone. That is more jobs than construction, manufacturing, retail, education and health services combined. The human toll on our employees and our workforce is devastating. The economic impact to our industry is equally as dramatic, estimated to be nine times greater than the September 11 terrorist attacks. According to Oxford Economics, nearly 4 million hotel employees have been furloughed or laid off, and the industry is expected to lose nearly 50 percent of its total revenue in 2020 — which could exceed $120 billion.”

Here in Central Oregon, where tourism is a key part of the economy, the loss is being felt by hotels, tour companies and other travel-related businesses. “The tourism industry in Central Oregon has been seriously impacted by the pandemic, with full or partial closures of most tourism-related businesses in April and May. Job losses in the tourism sector have been the hardest-hit sector; 50 percent of tourism businesses saw revenue decline by 90 percent or more in April,” said Julia Theisen, CEO of Central Oregon Visitors Association (COVA), a nonprofit tourism destination marketing association. “For example, May 3-9 (of this year), Central Oregon was at 26 percent occupancy, versus 70 percent during the same time period last year.”

“The industry was decimated by the pandemic. Lodging and restaurants were off to the best start they have ever seen in Bend, and then everything came to a screeching halt in late March,” said David Lenke, general manager of Riverhouse on the Deschutes, which houses the largest convention center east of the Cascades. “Most hotels have lost all group business through the end of September at this point, and it could be much longer depending on what the state does in terms of lifting gathering restrictions.” When the pandemic closure first hit, Lenke said Riverhouse had some guests, but primarily only those passing through for essential travel. “There were a lot of displaced people moving to Bend. Rentals weren’t vacant, home closings were delayed, and so forth. Now that business is starting to open again, we are seeing business travel start to come back.”

In April, a survey was conducted in English and Spanish by Business Oregon, Travel Oregon and the Oregon Small Business Development Center Network in an effort to understand the impacts COVID-19 has had on the business community. More than 5,000 responses were submitted, with more than 69 percent of the responses completed by small businesses with fewer than ten employees. The survey revealed that only 33 percent of businesses have workforces that can work remotely, and only 12 percent of tourism jobs can be done remotely. The survey also showed that accommodation, arts, entertainment and recreation sectors faced the largest revenue declines.

“The hospitality industry is in a fight for survival,” said Chip Rogers, president and CEO of AHLA. “We are grateful to the leadership of both parties during one of the most difficult health and economic challenges we have faced. We are urging Congress to do even more to help the hotel industry so that our small business hotel operators can keep the lights on and retain and rehire employees.”

In the report by AHLA, it was stated that 2020 is projected to be the worst year on record for hotel occupancy, and experts estimate it will be at least 2022 before hotels return to their 2019 occupancy and revenue levels. In a recent survey of AHLA members, more than eight in ten hotel employees said they have had to lay off or furlough workers. Only 37 percent have been able to rehire any staff through economic relief measures such as the Paycheck Protection Program (PPP). The new sanitation requirements have also taken a toll on the industry, with added staff needed to keep up with the recommended protocols.
The Central Oregon Childcare Steering Committee announced the launch of a new website, centraloregonchildcare.com. The new site will serve as a resource to educate our region about the need as well as the opportunities to work together in creating programs that will maintain and grow more childcare spots, and ultimately serve as a resource for employers and their employees.

The Central Oregon Childcare Steering Committee consists of members from Central Oregon Chambers, Governor Kate Brown’s Regional Solutions staff, the City of Bend, NeighborImpact, Better Together, The Early Learning Hub, the Central Oregon Health Council, OSU-Cascades, Central Oregon Community College and TRACES. The group hired Megan Norris last fall to run the initiative.

“I am thrilled to see this website come to fruition and serve as a central place for our Central Oregon community to learn more about the childcare need in our region and how they can get more involved to create real, sustainable solutions that put young children first,” said Megan Norris, Central Oregon Childcare accelerator.

The mission of the group is to bring community and employers together for Central Oregon’s children by creating and retaining affordable, accessible and quality childcare openings in our region.

“NeighborImpact Childcare Resources is excited to launch this website in partnership with the Central Oregon Childcare Steering Committee,” states Karen Prov, director of NeighborImpact Child Care Resources. “We hope that this will serve as a resource by offering relevant information and news to employers, philanthropic contributors and community leaders that will help to preserve and create childcare spots in our region.”

The group has been instrumental in securing more spots throughout the region and working with local governments to support childcare providers. During the pandemic, the group has helped to secure over $100,000 in funds to keep providers from closing and assist those facilities in creating high quality, reliable programs. The group has also brought the provider community together to give crucial feedback on state policies.

CentralOregonChildcare.com will serve as a resource to further this work and bring employers and providers together to help create and maintain childcare throughout Central Oregon.

With the COVID-19 pandemic, now more than ever, it is critical to offer a platform where sectors can innovate and create programs to secure childcare in our region immediately. As we get back to business as usual, quality childcare will play a significant role in our economy. It is imperative that Central Oregon works together to build safe, affordable, quality and sustainable childcare for our families.

“We envision this website serving as a platform where providers and employers can come together to create and maintain high quality, affordable and accessible childcare through innovative solutions that will respond to these challenges times and beyond,” said Donna Mills, Central Oregon Health Council.

centraloregonchildcare.com
crossdatadigital.com

Cultivating Growth Through Community

We Protect, You Prosper!

A ccomplished Under 40
Continued from page 1

3. How has your career and community involvement changed since then?

I left the technology industry to join Suterra and be part of a movement toward a more sustainable food supply. It’s exciting to work for a company displacing conventional pesticides and agriculture throughout the world. July will end my second term on the City of Bend Economic Development Advisory Board. With more time available, I’m looking forward to helping Bend emerge as a more connected community post-pandemic.

4. What did it mean to you when you were selected?

It was an incredible honor to receive my certificate from Pamela Hulse Andrews. She was a remarkable role model who inspired everyone around her to a higher level of civility and passion. It was also flattering that Jamie Christman took the time to write a nomination because our community has so many accomplished young professionals.

Anyone considering submitting a nomination should absolutely do it. It’s the greatest gift you can give someone: to encourage them and validate their efforts with this honor.

5. What are some of your proudest accomplishments that led to your nomination?

When we first moved to Bend, it was tempting to become a perma-tourist and kayak and Nordic ski and hang out at Deschutes. Learning the history of the town through Leadership Bend helped me realize that Central Oregon is not here by accident. It was built through purposeful stewardship that makes the privilege of being a local more meaningful. The “accomplishment” I’m proud of in my 30s is just waking up to the price of admission: volunteerism and civic engagement.

6. What advice would you give this year’s award nominees?

We need accomplished people like you to rise above chaotic national divisions and connect our local community through leadership, volunteerism or endless daily kindnesses. There is an ecosystem of existing organizations able to help, but they need your involvement to thrive in the future. The economic and educational fall-out from COVID-19 is already catastrophic in Central Oregon. Our community’s willingness to get involved means the difference between kids eating and not eating; teens graduating or dropping out; senior citizens literally living or dying. Those terrible stakes bring focus to the work ahead of us all.

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We Protect, You Prosper!
Travel & Leisure Industry

“...and some new partners to offer packages for our guests to choose from.”

The AHLA is striving to restore tourism as well, and recently released a “Roadmap to Recovery,” which calls on Congress to prioritize relief for hotel workers and small businesses in the next stimulus package. In its letter to Congress outlining the Roadmap to Recovery, AHLA is urging Congress to provide immediate assistance in these four areas:

• Help hotels retain and rehire employees by extending the Paycheck Protection Program, offering employees direct tuition assistance or tax credits and expanding the Employee Retention Credit;

• Protect employees and guests through tax credits for cleaning equipment and personal protective equipment (PPE);

• Keep hotel doors open by providing relief for hotel commercial mortgages and increasing the size and flexibility of PPP loans; and

• Incentivize Americans to travel again when it’s safe with a new, temporary travel tax credit and restoring the entertainment business expense deduction.

With a presence in every congressional district in America, AHLA says hotels are central to getting our economy back on track and supporting millions of American jobs — 8.3 million total — and contributed $660 billion to U.S. GDP.

As an example, AHLA says that a representative hotel with 100 occupied rooms per night supports nearly 250 jobs in the community and generates $18.4 million in guest spending at neighborhood shops and restaurants. Hotels also generate $186 billion in local, state and federal taxes each year. “While the hotel industry was one of the first affected by the pandemic, we have collectively stepped up to serve our communities during this public health crisis,” said Rogers. “We need Congress to continue to prioritize the industries and employees most affected by the crisis, so we can retain and rehire the people who power our industry, our communities and our economy.”

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Phase I Reopening (Continued from page 1)

Awkwardness aside, Cole said he feels very fortunate to have the large patio at his restaurant, and that without it, his business might not survive moving forward. "If we didn't have the patio, it would be tough as a business model to make it. We have to close at 10pm. On weekends, we used to be open until midnight. And with COVID, it takes longer to serve because we have to clean every condiment every time it is used," he explained. "The major difference is the spacing. Friends who are restaurant owners aren't sure they can make it with the spacing this way. In the future, this could be very damaging. It's a tough balance; there has to be open-mindedness on both sides. We have to weigh the economy versus safety. It's just not easy right now."

Cole said that with some businesses, laid off employees don't want to come back to work because they are making more on unemployment right now than they were on the job. "Not with my staff though; it's really a blessing to see."

Cabin 22 offered online ordering and takeout for the first week of the closure, Cole said, but he was ready to remodel the kitchen anyway, so he opted to spend the time working on that. "Take-out didn't really work for us, so we remodeled instead. When we were ready to reopen for takeout, Phase I went into effect."

A second location, Cabin South, was ready to open just before the Stay at Home order was enacted, Cole said, so the new opening date has been scheduled for June 5. "We have been focusing on the main location," he said. Moving forward into summer, Cole said he has had some concern about entering tourist season. "It's a little scary. People are coming from Portland where everything is still closed. There is some concern about that."

Gyms have also been allowed to reopen under Phase 1, with many regulations in place for doing so. Xcel Fitness, with two locations in Bend, opened its east side facility, merging the memberships from both locations into that one. "The usage for this facility is about the same as it would be during normal times, but with both memberships combined," said owner Israel Love. "Everyone feels safe, like we are vetting people well enough. I can definitely tell if it's someone's first time back to the gym; they are timid upon entering, then everything relaxes when they see what all we are doing."

Rules for gyms under the Phase 1 reopening are strict: there are four pages of requirements in Governor Kate Brown's Phase 1 Reopening Guidance instructions. Love, who said he prided himself on having the cleanest club in town prior to COVID, says that now, "It's just out of common sense what we are doing."

When a member comes in, they are greeting with signs specifying requirements for entry, and they get their temperature taken with a touchless infrared thermometer. They are then issued a spa kit and told to use only the equipment they've marked during the closure. They are to shower, go to the gym, and when they are done, those spray bottles are disinfected and the towels are washed after every use.

Twice a day, staff members wipe off every touched surface, and at the end of the day, every inch of the club is sprayed with sanitizer. "We feel lucky to be open, but it's not the end; this is an uphill battle," he said. "It takes me twice the staffing to do the same thing I used to do."

Previously a 24-hour-a-day facility, Xcel is now open from 4:30am-10pm Monday through Friday, and from 7am-4pm on weekends. This has created an increase in payroll and overhead, Love said, because the gym must be staffed at all times in order to keep up with protocols. Pre-COVID, there weren't staff members on duty overnight. Other changes include spacing out equipment as required and cordoning off boxes on the ground in the group fitness and cross fit class spaces to ensure proper distancing, which has cut class-size capability in half. Some clients have put their memberships on freeze, and Love said he has extended that courtesy even though the gym has reopened because he doesn't want to make members come back if they aren't comfortable.

At Xcel, Love said there are many seniors with memberships, and that they tend to come back and feel safer than some of the younger members. "We treat everyone the same no matter what. More young people are wearing masks than the elderly. The seniors have been through things like this before, so they aren't as frightened. We are going above and beyond what is required. I feel like we have the cleanest club in America right now," he said with a laugh. "Everything is shiny; we are starting to rub the paint off. People have asked us if we got new equipment during the closure."

For the time being, Love said his business is surviving, but that the true longer-term outcome won't be apparent until later on. "Once all this stimulus money runs out, then we will really see what's happening with the economy. This month and next will be OK, but after that, I think we will find out what it's really going to be like. I'm not going to make any guesses about the future until Phase 3. Although most of his employees were excited and willing to come back to work, Love said he was not able to bring everyone back since only one of the gyms has reopened. "Everybody wants to get out and move now, so that really helps us."

On the retail end of things, Phase I reopening requirements aren't quite as strict as with other businesses. Joanne Sunnarborg, owner of Desperado clothing boutique in the Old Mill District, reopened her shop for business on May 18, and she said she feels fortunate that the regulations for retail stores are relatively easy compared to other types of businesses. "The guidelines are good and easy and really reasonable. We are taking baby steps, opening from 11am-4pm and taking appointments before 11am or after 4pm."

When a customer comes in and tries on a clothing item, if the garment is not purchased, it is set aside for 24 hours. She also has a Plexiglass screen at the counter that is wiped down regularly. "We work with the person who has the greatest amount of fear out of respect," she said, "I tell customers I'm doing this to relieve any of their fears."

During the closure, Sunnarborg worked every single day to keep her business going, she said. "So far, COVID has done a number on everybody's business who had to shut down for two months. I worked every day I was closed. I figured if I'm going down, I'm not doing so without a fight."

During the closure, Sunnarborg boosted her online sales by adding items to the website, and she offered personal shopping services to her regular customers. "I'd call customers and ask them what they needed and would put together cute combos based on what they said. I'd send them anywhere from four to 25 items, along with boxes with return labels on them, and let them shop at home and then send back what they didn't want."

She also hosted a virtual trunk show live on Facebook and Instagram. "We have had to be creative. The electricity bill doesn't just go away."

While her efforts during the closure helped, Sunnarborg said she is not out of the hole. "We'll never make up for March or April or May; it's not like I'll have triple the sales being reopened. But the hole is smaller than if I'd just closed my doors and walked away for two months."

Unfortunately, Sunnarborg has not been able to bring back her ten part-time employees. She had to lay off nine of them, retaining only her social media person. "I'm back working in the store, but it's still just me," she added. "We're not busy enough to bring people back. And some are nervous to come back. They aren't ready to work with the public yet. I do think for a lot of us, it's not going to be business as usual. We are all going to have to work really hard to make up for what we lost. But we are lucky where we live. People are loyal and supportive here. I feel blessed by my regular customers, they bought gift certificates and made sure they shopped online. I really appreciate that. That means they had to be thinking about me and the store, that means a lot to me. There are lots of silver linings."

At Xcel, members are greeted with instructions at the door. Equipment and classroom spacing adhere to social-distancing requirements. Photos by Ronni Wilde

cabin22bend.com • xcelfitnessbend.com • desperadoboutique.com
Embrace Your Self-Doubt to Succeed

by ANN GOLDEN EGLÉ, MCC

Having worked with and studied high achievers for over 20 years, I know that the road to achievement is paved with self-doubt. When someone tells me they are their own worst critic, I know they are capable of great things. They simply need to value, rather than ignore, their inner critic.

Even one of the most famous artists in the world, Leonardo Da Vinci — known for painting the Mona Lisa and The Last Supper — experienced self-doubt and esteem issues. A New Yorker article revealed that Da Vinci was known for abandoning projects he considered to be “not good enough.” He was extremely hard on himself. Apparently, a line from one of his diaries reads: “Tell me if I ever did a thing.” Did his self-doubt provoke him toward continued growth and creativity?

Self-doubt has many faces, such as feeling like you do not belong, paralyzing fear of failure or believing your work does not measure up to expectations (yours and others). It is important to know you are not alone. I suspect there is not an individual in your professional world who has not experienced an inner voice claiming they are not good enough, smart, creative, clever or talented enough.

Handled correctly, self-doubt can lead to high-quality thinking and, ultimately, stronger results. Experiencing the past two months with extraordinarily little social contact has caused even the most confident among us to doubt certain aspects of their lives. A client recently shared with me how damaging it was to her self-esteem to go six days without any face-to-face contact with another human, alone with only the thoughts her mind made up; in her words, “ridiculous stories about mistakes she’d made over the years.”

Our professional worlds provide valuable feedback from colleagues, clients and customers daily. When this feedback is lacking, we make up stories, typically know the self-critical. Have you succumbed to increased self-doubt recently? Is your inner critic annoyingly in charge? Below are five tools to turn this inner critic into an ally, and ultimately, self-confident, encouraging and as forward moving as you.

1. Act. Great leaders allow self-doubt to spur them into action. If something is not right, they do something about it. Walt Disney famously turned every failure to extraordinary success through constant action when things did not go his way. Disney’s first animation company went bankrupt, he was fired for lack of imagination and was rejected 302 times before receiving financing for Disney World. Whatever may be holding you back, act now, get creative, do something you have not done before and move forward.

2. Be decisive. Being decisive and continually strengthening trust in your instincts is a powerful tool against self-doubt. Malcolm Gladwell, author of Blink, states that our delayed instinct is often to second-guess ourselves and our ability. “The first task of Blink is to convince you of a simple fact: decisions made very quickly can be every bit as good as decisions made cautiously and deliberately,” says Gladwell. Acting before self-doubt sets in empowers you to build your instinct muscle. “The more successful you become, the more likely you are to unintentionally become a target for those less confident. Choose friends, clients and colleagues cautiously. Surround yourself with individuals who are equally positive, creative, confident, encouraging and as forward moving as you.”

3. Self-doubt is common among all humans. Do not let it defeat you. I challenge you to select one of these tools to put into practice beginning today. Life is too short to not step fully into your power, fully embrace yourself and the opportunities open to the confident you.

Executive and Leadership Coach Ann Golden Eglé, MCC, has steered successful individuals to greater levels of success since 1998. Ann is president of Golden Visions & Associates, LLC, can be reached at 541-385-8887, ann@gvsuccess.com or GVAsuccess.com. Subscribe to Ann’s internationally acclaimed ‘Success Thoughts’ e-zine on her website.
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<tr>
<td>Andy Andrews’ Double A Ranch</td>
<td>541-783-1889</td>
<td>N/A</td>
<td><a href="http://www.andyandrewsnet.andy@andyandrewsnet">www.andyandrewsnet.andy@andyandrewsnet</a></td>
<td>Andy Andrews</td>
<td>3</td>
<td>1967</td>
<td>Equestrian boarding, 20 stall facility, vacation stays, open pastures, water storage, limited BLM trails, training, lessons, events, ranch products.</td>
</tr>
<tr>
<td>Bark Arrow Pet Grooming</td>
<td>541-540-4165</td>
<td>N/A</td>
<td>n/a facebook.com/barkarrowpetgrooming; <a href="mailto:barkarrowpetgrooming@gmail.com">barkarrowpetgrooming@gmail.com</a></td>
<td>N/A</td>
<td>2</td>
<td>2005</td>
<td>Pet grooming for dogs &amp; cats, nails.</td>
</tr>
<tr>
<td>Bend Pet Express - East</td>
<td>541-885-5238</td>
<td>N/A</td>
<td>n/a <a href="mailto:help@bendpetexpress.com">help@bendpetexpress.com</a></td>
<td>Ken Krenowitz, Kim McGahan</td>
<td>10</td>
<td>1995</td>
<td>Pet food, supplies &amp; dog wash.</td>
</tr>
<tr>
<td>Bend Pet Express - West</td>
<td>541-885-4523</td>
<td>N/A</td>
<td>n/a <a href="mailto:help@bendpetexpress.com">help@bendpetexpress.com</a></td>
<td>Ken Krenowitz, Ryan Kominski</td>
<td>10</td>
<td>1995</td>
<td>Pet food &amp; supplies.</td>
</tr>
<tr>
<td>Bend Pet Resort LLC</td>
<td>541-588-0428</td>
<td>N/A</td>
<td>n/a <a href="mailto:reservations@bendpetresort.net">reservations@bendpetresort.net</a></td>
<td>Ken Ganowski</td>
<td>2</td>
<td>1986</td>
<td>Boarding, grooming, doggie day care.</td>
</tr>
<tr>
<td>Caroline Country</td>
<td>541-582-7752</td>
<td>N/A</td>
<td>N/A</td>
<td>Lisa Nelson</td>
<td>2</td>
<td>1970</td>
<td>Dog agility, self &amp; obedience lessons.</td>
</tr>
<tr>
<td>Carol Bird Grooming</td>
<td>541-527-8509</td>
<td>N/A</td>
<td>N/A</td>
<td>Carol Bird</td>
<td>2</td>
<td>1991</td>
<td>Pet grooming.</td>
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<tr>
<td>Central Oregon Pet Care Pros</td>
<td>541-480-3506</td>
<td>N/A</td>
<td>n/a centraloregonpetcarepros.com</td>
<td>Owner Operator</td>
<td></td>
<td></td>
<td>Caring, dependable, professional home &amp; pet sitter for fish, chickens, cats, dogs. Confidently administer medicines of all sorts. Barks — hands on energy healing sessions available for all pets.</td>
</tr>
<tr>
<td>CJ’s Shoeing</td>
<td>541-480-2050</td>
<td>N/A</td>
<td>n/a <a href="mailto:chickjaeger@msn.com">chickjaeger@msn.com</a></td>
<td>Chris Jaeger</td>
<td>1</td>
<td>2004</td>
<td>Professional equine farrier &amp; training services.</td>
</tr>
<tr>
<td>Cloud 9 Woof Companions</td>
<td>541-552-2756</td>
<td>541-512-3756</td>
<td><a href="http://www.cloud9woof.com">www.cloud9woof.com</a></td>
<td>Kimber Kuzmar</td>
<td>3</td>
<td>1990</td>
<td>Dog daycare, Pappy 301, basic through intermediate classes, private behavioral counseling, Tell Tails &amp; Title Tennis classes.</td>
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<tr>
<td>Dig Dog Hotel</td>
<td>541-757-6254</td>
<td>N/A</td>
<td>n/a digdoghotel.com</td>
<td>Robin Toms</td>
<td>13</td>
<td>2019</td>
<td>Daycare, boarding, grooming.</td>
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<td>Company / Address</td>
<td>Phone</td>
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<td>Redmond Pet Care</td>
<td>541-623-3035</td>
<td>N/A</td>
<td><a href="http://www.redmondpetcare.com">www.redmondpetcare.com</a></td>
<td>Bruce Minster</td>
<td>2</td>
<td>2012</td>
<td>Pet Services</td>
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<tr>
<td>Muddy Paws Bathhouse</td>
<td>541-386-0800</td>
<td>N/A</td>
<td>N/A</td>
<td>Christine Clark</td>
<td>1</td>
<td>1991</td>
<td>Pet Services</td>
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<tr>
<td>Sisters Feed &amp; Supply</td>
<td>541-386-1003</td>
<td>N/A</td>
<td><a href="http://www.sistersfeedsupply.com">www.sistersfeedsupply.com</a></td>
<td>Jo Korien</td>
<td>1</td>
<td>1995</td>
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<tr>
<td>Rhonda's Puppy Love</td>
<td>541-535-0801</td>
<td>N/A</td>
<td><a href="http://www.rhondaspuppylove.com/aol.com">www.rhondaspuppylove.com/aol.com</a></td>
<td>Rhonda Fuller</td>
<td>1</td>
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<td>Pet Services</td>
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<tr>
<td>MuttGear, LLC</td>
<td>541-388-0101</td>
<td>N/A</td>
<td><a href="http://www.muttgear.net">www.muttgear.net</a></td>
<td>Janet Herring</td>
<td>1</td>
<td>1996</td>
<td>Pet Services</td>
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<td>Sisters Feed &amp; Supply</td>
<td>541-535-0801</td>
<td>N/A</td>
<td><a href="http://www.sistersfeedsupply.com">www.sistersfeedsupply.com</a></td>
<td>Jo Korien</td>
<td>1</td>
<td>1995</td>
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<td>N/A</td>
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<td>Rhonda Fuller</td>
<td>1</td>
<td>1996</td>
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<tr>
<td>Horizon Pet Cremation</td>
<td>541-538-5132</td>
<td>N/A</td>
<td><a href="http://www.horizonps.com">www.horizonps.com</a></td>
<td>Becky Vaughan</td>
<td>4</td>
<td>2000</td>
<td>Pet Services</td>
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<tr>
<td>Invisible Fence Central Oregon</td>
<td>541-647-1555</td>
<td>N/A</td>
<td><a href="http://www.invisiblefence.com">www.invisiblefence.com</a></td>
<td>Rhonda Fuller</td>
<td>1</td>
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<td>Ruffwear, Inc.</td>
<td>541-535-0801</td>
<td>N/A</td>
<td><a href="http://www.ruffwear.com">www.ruffwear.com</a></td>
<td>Brian Vaughan</td>
<td>2</td>
<td>2012</td>
<td>Pet Services</td>
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For more information, please visit www.facebook.com/pg/Rhondas-Puppy-Love-141738562610

Business of Pets

Pet Services (Listed Alphabetically)

Max Dog

Call Becky Vaughan ~ 541-318-0026

www.horizonsps.com

1723 Lytle Street, Bend, Oregon 97701

CBN has made every effort to ensure that all information is accurate and up-to-date. We cannot, however, guarantee it. Please contact us immediately if you know that certain information is not correct or you would like to be added to a list, 541-388-5665 or email cbn@cascadebusinessnews.com.
<table>
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<th>Fax</th>
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<th>Services</th>
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<tr>
<td>Alpine Veterinary Clinic 321 NW 27th St., Ste. 110, Bend, OR 97703</td>
<td>541-382-8550</td>
<td>541-382-8559</td>
<td><a href="http://www.alpinevets.com">www.alpinevets.com</a></td>
<td>Dr. Alain Kelly</td>
<td>11</td>
<td>1980</td>
<td>Small-animal clinic, orthopedic &amp; soft tissue surgery, pre-surgical healthcare plans, dentistry, emergency,</td>
</tr>
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Bend Veterinary Clinic Tick Talk
by Dr. BYRON MAAS — Bend Veterinary Clinic

We have had one of the mildest winters ever in Central Oregon which decreases one of the natural barriers that we have here against many of the bugs that effect our pets such as the cold dry climate.

Ticks are among the worst ectoparasites that dogs and cats can get because they can spread some very nasty diseases. Fortunately cats are very fastidious and keep themselves tick free. Ticks are arthropods that crawl onto the fur when our pets are out on High Desert adventures especially in the forest attracted by warmth and motion. These hitchhikers wait for their unsuspecting host and drop off brush, trees or tall grass when animals come by.

Ticks attach to the skin by mouth parts and don't detach until a blood meal is complete. Ticks have four life stages from egg, larva, nymph and adult and are often associated in areas where there are other wildlife such as deer.

Look for ticks on your pets around places where there is little to no hair or crevices like the ears, inside of the thighs or even between the toes. Quick removal of these parasites can prevent transmission of one of many tick vector diseases including Lyme Disease, Rocky Mountain Spotted Fever, Ehrlichiosis and Anaplasmosis.

Currently in our High Desert environment many of these diseases have not been detected and fortunately most ticks do not carry disease here. But many people travel to our area from all over the country plus we take our companions with us on all adventures increasing the risk of exposure in other regions.

Symptoms of disease can range from fever, weakness, lethargy, anemia and even Tick Paralysis, a temporary paralytic condition that generally resolves once the tick is removed. Specific antibody testing for tick bacterial diseases is available at your veterinarian and should be considered for exposure in high risk regions or if signs develop. Treatments are available and tick transmitted disease is curable with early detection.

Remember ticks can hitch a ride on your pets and then attach to you or other family members. Ticks can potentially crawl onto unsuspecting pets from either humans or your active companions. Good tick prevention includes checking everyone thoroughly including your pets after enjoying an outing.

Running your fingers through the fur over the entire body especially around the head and neck can detect a recent hitchhiker.

A small lump or swollen area can indicate a tick burrowed into the skin. Ticks can be removed safely with fine tweezer, grasping as close to the skin as possible gently pulling straight upwards and disinfect afterwards. Prevent infection by leaving the head or mouth parts embedded by taking care to remove everything.

When tick related diseases are concerned prevention is the best protection. Many products are available to control ticks either by repelling them or killing ticks once they bite. Ask your veterinarian for a recommendation on the best prevention for your dog and lifestyle.
cats are really helping a lot of people right now. With especially if you are single and cooped up. Dogs and an uptick in people getting puppies right now. “It’s care for another creature and for yourself. “Taking care of a dog offers reassurance that you can taking ownership and applying skills to a specific task. 

lower blood pressure and are less likely to develop loneliness, encourage exercise and improve all-around dogs can reduce stress, anxiety and depression, ease website (nami.org), the organization reports that is his best friend. “

Now, Benner said her cat has started sitting with her the table next to my keyboard. He was always with me, we all leave the house, he seems to get anxiety and nudge me one or two times a day to go out, but that has changed. They are behaving very differently. I am having to stay more attentive to my dog. When we all leave the house, he seems to get anxiety and gets diarrhea.”

Benner said her cat has been overly sensitive during the past two months as well, and has changed his routines. “Formerly, Charley would sit in my chair or on the table next to my keyboard. He was always with me, up in my business, but he doesn’t do that anymore.” Now, Benner said her cat has started sitting with her 14-year-old son when he does his homework. “The emotional support for my son has been great. Charley is his best friend.”

On the National Alliance on Mental Illness (NAMI) website (nami.org), the organization reports that people with reduced stress, anxiety and depression, ease loneliness, encourage exercise and improve all-around health. The website states, “People with dogs have lower blood pressure and are less likely to develop heart disease — just playing with dogs has been shown to elevate oxytocin and dopamine, creating positive feelings and bonding for both the person and their pet.” Because dogs need exercise, pet owners are more likely to exercise on a regular basis, and socialization can be heightened by greeting others while on walks or at the dog park. The NAMI site goes on to say, “Dogs can be a lot to handle, but research shows that responsibility helps your mental health. Some psychologists say that you build self-esteem by taking ownership and applying skills to a specific task. Taking care of a dog offers reassurance that you can care for another creature and for yourself.”

While at home. Come up with fun things to do outside of your norm; that’s always good.”

For those who notice issues with their pets, Kelley said his clinic is currently giving discounts for those who are laid off, unemployed or are front-line workers. “If anxiety in your pet becomes a problem, we can help.” (alpinevetbend.com)

Business of Pets

Itching to Get Away?

Pet-Friendly Hotel Chains with Low Rates & No (or Low) Pet Fees

new scenario with everyone in the house, she said her pets rely on her for comfort, and vice-versa. “Blu had no interest in me before. He would maybe nudge me one or two times a day to go out, but that has changed. They are behaving very differently. I am having to stay more attentive to my dog. When we all leave the house, he seems to get anxiety and gets diarrhea.”

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Dr. Alan Kelley, DVM, owner of Alpine Veterinary Clinic in Bend, said he and his colleagues have noticed an uptick in people getting puppies right now. “It’s immeasurable the quality of life you get from pets, especially if you are single and coopered up. Dogs and cats are really helping a lot of people right now. With dogs, the only emotions they seem to know are love and fear. They are always there for you.”

Kelley, who has a cat named Chipr and also shares a home with his girlfriend’s hound dog, Walter, said he has been seeing more anxiety in pets since the COVID outbreak began. “They pick up on our anxiety. This is more of an unknown for people than pets.” To help ease stress for both humans and canines, Kelley recommends getting outside in open spaces together. “Find a place outside of a dog park that is more isolated, like on BLM land, and get out with your dog. Even a short walk in the neighborhood can relieve anxiety for both a pet and the owner.” He also recommends lots of interaction with pets, including regular brushings for dogs. “Brush your dog, and learn how to brush your dog’s teeth while you are stuck at home. It will save you lots of money in the long run. Pick up a book on how to train your dog and do it

W
As parts of the country start to reopen, many people who have worked from home will slowly start heading back to the office. Although this may be a welcomed change for some, others like our pets, may need to adjust not having us around 24/7. If you shared your home office with your furry friend over the last couple of months, it’s likely that your pet could experience separation anxiety when they suddenly find themselves home alone.

Trupanion, the leader in medical insurance for pets, has a few tips to ease the "back to the office" transition for you and your pet.

**Practice & Desensitize**
When leaving and returning home, it’s important to keep it a very neutral and low-key experience for your dog. Petting them and giving them excessive amounts of attention before leaving or when you get home will only cause them to notice your absence that much more.

Desensitize your pet to cues you are leaving — grab your keys, put on your shoes and coat at various times of the day without actually leaving. If your dog has any cues that you are about to leave, be sure to practice those to desensitize your dog to your behavior.

Start practicing by leaving the house for very short periods of time. Be sure to keep the whole experience very low-key. Leave for 30 seconds and then return. Increase that time to one minute, five minutes, 15 minutes, etc. Vary the times to confuse your pet and show him that regardless of how long you’re gone, you will still return.

**Prepare Your Pet**
- Only give attention on your terms.
- Exercise them before leaving to help reduce anxiety

**Preparing Your House**
- Leave a TV or radio on to fill the void of a now-quiet house.
- They also may enjoy the distraction of a favorite enrichment toy and, of course, snacks.

**Consider Your Options**
- If your pet is comfortable with the crate, crate training may be a good place to start to keep your pet in a comfortable environment where they won’t have access to chew up your possessions.
- You might consider hiring a pet sitter or taking your dog to daycare a few times per week.

If you are still having troubles with separation anxiety, we recommend contacting a dog trainer with expertise in this area.

trupanion.com
Six Ways Owning a Cat Can Benefit Your Health & Well-Being

1. Their Purr Can Heal
   While the purring of a cat is quite enjoyable, it also seems to aid the human body in healing. A cat’s purr isn’t going to give you a healing factor, but it’s statistically significant when it comes to recovery from injuries.

   The reason has to do with the frequency of their purring. Their purr falls right in the sweet range of 25-50Hz and outliers fall into another significant range in the 100-200Hz frequency.

   So, if you’re injured and snuggling with your feline, it might be just what your body needs to recover in a timely fashion.

2. Lowered Risk of Heart Attack
   Cat owners have a lower risk of heart attack. Indeed, the chance appears to be 40 percent less over the course of a person’s lifetime. It’s even there when other variables are accounted for. This little quirk of pet ownership has been studied extensively and seems to hold true for the board.

   It’s pretty impressive: just having a feline and taking care of them makes you healthier.

As a bonus, the long-term risk of both stroke and heart disease, in general, seems statistically significant when it comes to having a cat. Even if you’re just waking up, they’re there and need you to take care of them. That sounds stressful, but for many people it’s the last little bit they need to get up in the morning.

3. Better Sleep
   Many people report that sleeping with cats in their bed actually leads to better sleep.

   And hey, you get all the benefits of the extra oxytocin of snuggling up without having to deal with an entire person. This alone is enough to recommend cat ownership for many people.

   They’re not a cure-all for insomnia, and some people do find their animals disturb their sleep. The majority, however, find that their resting quality is just better when there’s a cat in the bed.

4. Reduced Allergies in Children
   Cats bring in a load of pollen, dust and other allergens in small amounts. That’s terrible for those who suffer from allergies, but regular exposure to these will help build an immunity to them. Or rather, prevent the provoked immune response that creates allergies.

   When children under a year old had “high pet exposure” they were at a significantly lower risk of developing allergies. Does that sound too good to be true? Another study found that high pet exposure before the age of four years old was associated with a 52 percent decrease in asthma as well.

   Looks like that adorable little fuzz ball might just be one of the keys to respiratory health in children. Besides, now your kid will have an animal to grow up with.

5. Better Mental Health and Stress Resilience
   Pet ownership is associated with less anxiety and depression. It appears that just having them around is good for us mentally.

   For some reason, pet owners also seem to have a lower response to stress than those who live in a barren, animal-free home. Being able to lower your stress levels is a game-changer for many people.

   More than Just a Pet
   Cats have the ability to increase our health and well-being in a number of ways. But did you know that they offer more than just amusing antics? Keeping a cat or two around can actually improve your health in a variety of ways, both subtle and some that have been the subject of studies. Are you interested in the specifics? Read on.

   The Health Benefits of Owning a Cat

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   Of course, the improvement to mental health and lowered stress can’t off in big ways. Thinking clearer, having a healthier heart and generally enjoying life more.

6. Less Exposure to Pests
   Pest animals, like rodents, have an unfortunate way of worming their way into our homes. In addition to the fact factor, many of these animals can become vectors for a wide variety of parasites and diseases.

   Everything from fleas to the bubonic plague can be found in some rats, for instance.

   Cats have strong predatory instincts and the original reason they lived among us was to handle rodents. Even the most timid house cat still has some level of prey drive and most cats are prolific hunters when allowed.

   While it’s not good for the local lizards and birds, if you let your cat wander, the fact remains that you’re much less likely to need to deal with most pests. Some cats will even chase down spiders and roaches.

   Less exposure to these pests and their potential diseases is a good thing. And taking care of those pests is something a cat was, quite literally, born to do.

Are you setting yourself up for financial failure — disaster, really — even though you often think about money? Are you headed for the financial death zone?

The death zone is the name mountain climbers use when referring to extreme high altitudes above 8,000 meters (26,247 feet) where oxygen is so scarce that most humans can’t even breathe. At this altitude, your body begins to feel like you are about to meet your maker, as it cannot acclimate to the incredibly harsh environment. Many climbers become weak and lose the ability to think straight. They struggle with making decisions — especially under stress. Staying at this altitude for too long significantly increases the risk of fluid accumulating in the brain or lungs, a fate that has killed many. Most of the more than 300 climbers who have died on Mount Everest have died in the death zone.

In order to overcome the extremely thin air in the death zone, most mountaineers draw on bottled oxygen. Ed Viesturs is one of the few exceptions. As one of the most notable and accomplished mountaineers of all time, he’s demonstrated that it’s possible to stand atop the world’s 14 8,000-meter peaks without the support of bottled oxygen. It is also worth mentioning that he has achieved these remarkable feats without endangering himself by taking the reckless chances that so many do in their manic to reach the summit without succumbing to summit fever and the glory to be on top of the world.

Let’s go on an adventure. Imagine that you’re at Mt. Everest Base Camp and you’ve come upon a group of mountaineers about to start their expedition to the summit.

“What’s your ultimate goal?” you ask them.

How would they answer?

If you’re like most people, you probably assume that their ultimate goal is getting to the top.

As you’re about to find out, this assumption is incorrect.

Reaching the summit is not an answer that experienced climbers, including Viesturs, would ever give when asked about their ultimate goal. You see, veteran climbers know that 80 percent of climbing accidents and deaths occur on the descent. At that point, most climbers are fatigued and dehydrated. The availability of bottled oxygen and sunlight is often limited. So before these climbers even set out, they are fully aware that the second half of their journey is the riskiest and needs the most planning.

Who cares? you might say to yourself. I have no intention of climbing Mt. Everest. In fact, I probably don’t ever want to climb any mountain.

Hold on. There is one mountain you’re going to need to scale even if you’re not an outdoor enthusiast. This ascent involves making sure you have enough money to live the life you’ve always imagined in the years to come. I am here...

Continued on Page 21 ➤
Volunteers in Medicine (VIM) welcomes Sarah Hall to the Board of Directors. Hall is a Bend native who has visited 18 countries and has two pups — one as old as her business.

Throughout her time in college, Hall worked in the finance industry for seven years before opening The Vibe Dance Center. It started as a side-business — a passion project — but after ten months she decided to go all-in, leave her job in the finance industry and take the full-time role as sole business owner. She was 26.

The Vibe started with 40 students, and 15 years later (before they moved to online classes in lieu of the coronavirus outbreak), she’s hosting 500 students and 18 staff at her studio. In the past weeks, The Vibe has encountered the same obstacles that many local businesses are facing.

Sarah has recently moved back into the finance industry, joining her family’s business at Morgan Stanley. She’s slowly transitioning herself out of the day-to-day running of the dance studio and looks forward to using her skills in business and finance to move VIM’s mission forward.

Nicolje Gautreau has recently joined Stomach Design & Architecture as an office manager. Gautreau graduated from University of Massachusetts-Dartmouth, Magna Cum Laude, with a bachelor’s in art in literary criticism and analysis. Following administration roles with Petline Insurance and FortuneBuilders, Inc., Gautreau most recently was a real estate agent at Brokerage House Realtors in Bend. With her extensive background in various business operations, Gautreau will assist the firm with numerous tasks, including advertising, graphics, marketing and accounting.

Ruth Williamson was selected by the City Club of Central Oregon board to fill the seat vacated by Scott Steele, who resigned on January 8, 2020. The vote at the April board meeting was unanimous.

As per the organization’s bylaws, Williamson will begin serving immediately as a non-voting ex officio member of the Board authorized to attend all regular and executive sessions of the Board; and effective July 1, 2020, or upon approval of the membership, whichever occurs first, to become a full voting member of the board filling the existing board vacancy.

Williamson has worked closely with local government for over 25 years and consulted with a broad spectrum of community groups and nonprofits. She served in elected leadership with the Bend Park and Recreation District, was appointed to Bend 2030 and has contributed on numerous committees for the City of Bend, the Deschutes National Forest, Deschutes County and multiple special interests in Central Oregon.

As a leadership and life coach, and as a community vision builder, Williamson strives for the ‘real conversation.’ That mission strongly aligns with City Club’s byline, “conversation creates community.” Williamson has been a “super fan” of City Club for many years and been involved in the planning and moderation of several forums.

The City Club board is currently exploring new formats and ways to keep civic conversation accessible and relevant.

Oregon Department of Education, in partnership with the Oregon Lottery, announced that Melissa Stolaz, science and mathematics at Ridgview High School, is one of Oregon’s 2021 Regional Teachers of the Year recipients. From the very beginning of this global pandemic, teachers have stepped up.

Lindsey Spring, AVID instructor at La Pine High, says the AVID Class of 2020 students maintained a higher GPA than the rest of the school and 17 are going on to post-secondary education, one into the military and two into the work force. Of those attending college, 14 are first-generation college students. Other highlights from the AVID Class of 2020 include:

- Participation in athletics (11 different sports represented); National Honor Society; Student Council; Leadership; theater; musicals; ROTC; Boy Scouts; Multicultural Club; Superintendent’s Student Advisory Team; GSA Club; My Future, My Choice; yearbook and forestry
- Nine students earned honors diplomas
- Thirteen students earned college credit
- Seven students earned honors diplomas
- Over 50+ hours each of community service hours
- More than $250,000 in scholarships (this figure continues to grow as more scholarship notices are received each day)
- A Dell Scholar
- A Ford Scholar
- A Beat the Odds Scholar
- Two students have full college paid for via academic scholarships.
St. Charles Recognizes Four Caregivers with The DAISY Award for Extraordinary Nurses

St. Charles Health System nurses Sue Baker, Emily Lundborg, Marie Dominguez and Maggie Thurman have been honored with The DAISY Award for Extraordinary Nurses, recognizing the extraordinary, compassionate nursing care they provide patients and families every day.

Nominated by patients, families and colleagues, the award recipients were chosen by a committee at St. Charles.

“The nurses — who represent all four St. Charles hospitals in Bend, Redmond, Madras and Prineville — were recognized with a ceremony on their units and presented with a certificate, a pin and a ‘healer’s touch’ sculpture by their hospital’s chief nursing officer. The DAISY honorees will also receive ongoing benefits, such as special rates for tuition and ANCC certification.

“Our nurses are exceptional and deserve to be formally recognized for their dedication, spirit and the quality of care they provide in the community,” said St. Charles Health System’s Chief Nursing Officer Pam Steinke. “We are excited to celebrate all the stories of compassionate care we hear every day.”

The DAISY Foundation is a not-for-profit organization that was established in memory of J. Patrick Barnes by members of his family. Patrick died at the age of 33 in late 1999 from complications of Idiopathic Thrombocytopenic Purpura (ITP), a little known but not uncommon auto-immune disease. (DAISY is an acronym for Diseases Attacking the Immune System.) The care Patrick and his family received from nurses while he was ill inspired this unique means of thanking nurses for making a profound difference in the lives of their patients and patient families.

“When Patrick was critically ill, our family experienced first-hand the remarkable skill and care nurses provide patients every day and night,” said Bonnie Barnes, FAAN, president and co-founder of The DAISY Foundation. “Yet these unsung heroes are seldom recognized for the super-human, extraordinary, compassionate work they do. The kind of work the nurses at St. Charles are called on to do every day epitomizes the purpose of The DAISY Award.”

This is one initiative of The DAISY Foundation to express gratitude to the nursing profession. Additionally, DAISY offers J. Patrick Barnes Grants for Nursing Research and Evidence-Based Practice Projects, The DAISY Faculty Award to honor inspiring faculty members in schools and colleges of nursing and The DAISY in Training Award for nursing students.

DAISYfoundation.org

WINDERMERE REAL ESTATE

Inspired by a matching donation of up to $250,000 from the Windermere Foundation, Windermere Real Estate offices in ten states raised $690,000 for food banks in their communities, exceeding the original goal of the fundraising challenge of $500,000. The emergency fundraising campaign was accomplished in just 13 days in response to a drastic increase in the need for food assistance nationwide.

Windermere Real Estate in Oregon and southwest Washington contributed $168,139 to the total amount, donating it to approximately 50 food banks or nonprofits that distribute food throughout Oregon and southwest Washington. The nonprofits receiving donations were as varied as the La Pine Community Kitchen in Central Oregon, Seaside Food for Kids at the coast, FISH Food Bank in the Columbia River Gorge, Lane County Food Bank in the mid-Willamette Valley, the Sunshine Division in the Portland-metropolitan area, Access Food Share in southern Oregon and Fruit Valley Food Bank in southwest Washington.

“With the financial strain and economic impact, and it’s that people who struggle with poverty are having difficulty getting their most basic needs met,” said Christine Wood, executive director of the Windermere Foundation. “We’re answering the call and rallying our troops in an effort to help food banks keep up with the demand.”

For the past 35 years, Windermere Real Estate has closed its doors on the first Friday in June to participate in the company’s annual Community Service Day, when nearly 9,000 owners, brokers and staff volunteer in their local neighborhoods. This year, Windermere is replacing Community Service Day with the Neighbors in Need fundraising campaign to immediately help food banks whose operations, and the people they serve, have been heavily impacted by the disruption caused by COVID-19.

“Our brokers have upheld Windermere’s ongoing commitment to community service for 35 years. Unfortunately, the need for us to step up has never been greater,” said Scott Mitchelson, president of Windermere Services Company in Oregon and southwest Washington. “We are committed to doing our part to ensure that our neighbors make it to the other side of this crisis.”

UMPUQUA BANK

Nealry 4,060 workers in Central Oregon will be able to return to their jobs or keep working, thanks to the more than $34 million worth of federal Paycheck Protection Program (PPP) financial relief applications submitted by Umpqua Bank on behalf of about 360 local small business owners.

The PPP loans that went to business owners in Crook, Deschutes and Jefferson Counties are part of the more than $750 million Umpqua Bank processed for its customers in Oregon.

“Small businesses are the lifeblood of our economy. Helping them navigate and survive the pandemic has been one of Umpqua’s highest priorities the past several weeks,” said Umpqua President and CEO Cort O’Haver. “We will continue to do all we can to help our customers and communities get through this challenging time.”

A large percentage of the Central Oregon loan recipients and impacted workers are in Bend, Redmond, Prineville and Madras. The average in just 13 days in response to a drastic increase in the need for food assistance nationwide. As of June 5, $26,842,692 had been processed totaling almost $26 million, which will keep about 3,360 people working.

Umpqua was one of the first banks in the country ready to accept small business applications when the Small Business Administration launched the Paycheck Protection Program on April 3. The bank has successfully processed nearly 14,000 loans worth an estimated $2 billion that helped local businesses save 240,000 jobs in communities.

For context, Umpqua might fund roughly $140 million in SBA funding on average in an entire year.
Central Oregon Business Calendar

Virtual Business Events

June 3
5-6pm COCC Virtual Nursing Program Overview via Zoom. Email full name, phone number and the session you want to selectiveadmissions@coc.edu.

June 4
Noon-1pm City Club of Central Oregon Livestream Forum, Respond, Recover and Rebuild. cityclubco.org/event/respond-recover-and-rebuild.

June 4
5:30-8pm City of Bend Southeast Area Plan Advisory Committee Virtual Meeting. bendoregon.gov.

June 5
8:30am Redmond Chamber Virtual Coffee Clatter via Facebook Live.

June 12
8:30am Redmond Chamber Virtual Coffee Clatter via Facebook Live.

June 19
8:30am Redmond Chamber Virtual Coffee Clatter via Facebook Live.

June 25
5pm EDCO Virtual PubTalk. Livestream at edcoinfo.com/edcoevents.

June 26
8:30am Redmond Chamber Virtual Coffee Clatter via Facebook Live.

July 23
5pm EDCO Virtual PubTalk. Livestream at edcoinfo.com/edcoevents.

September 24
5pm EDCO Virtual PubTalk. Livestream at edcoinfo.com/edcoevents.

November 19
5pm EDCO Virtual PubTalk. Livestream at edcoinfo.com/edcoevents.

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A non-partisan community group City Club discusses local issues and connects people to create a stronger community.

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ATTEND A FORM
follow us on FACEBOOK + TWITTER
to tell you that if you don’t get it right, this endeavor could make climbing Mt. Everest feel like a stroll in the park.

Even the Downhill Needs to Be Uplifting

In today’s world, you must successfully navigate through the financial death zone since your future retirement income needs to last the rest of your life — often more than three decades after your earning years end! This is even harder since this second half of your financial journey encompasses the greatest risk and requires the most planning. I believe that there are eight main risks that to our financial lives, this means creating a well-funded retirement. Just like climbing a mountain — those of you who recognize and address the unique risks faced by today’s generation are most likely to safely and successfully meet your financial goals. So fasten your seatbelt, hold on tight and do your best to enjoy the journey.

David Rosell is president of Rosell Wealth Management in Bend. RosellWealthManagement.com. He is the creator of Recession-Proof Your Retirement Podcast and author of Failure is Not an Option — Creating Certainty in the Uncertainty of Retirement and Keep Climbing — A Millennial’s Guide to Financial Planning. Find David’s books on Audible and books as well as Amazon.com and Barnes & Noble. Locally, they can be found at Newport Market, Sintra Restaurant, Bluebird Coffee Shop, Dudley’s Bookshop, Roundabout Books and Sunriver Resort.

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Sunriver Magazine

Continued from page 3

Chamber throughout the magazine in various categories from art & culture and recreation to real estate and the service industry. Sunriver is a place for families, and there is something for everyone to do and enjoy regardless of age. It is a place where you can get away from a busy schedule, spend quality family time and reflect on what’s really important in life.

Director of the Sunriver Chamber Kent Elliott welcomes visitors to Sunriver, offering that Sunriver was planned to be a place where we could live with nature in harmony. “This was the first development of its kind to integrate environmental engineering concerns in the planning of the community. The needs of nature and wildlife in Sunriver are just as important as our everyday comforts.”

Online Payments

Continued from page 3

If customers prefer not to pay online, they can still pay by phone, drop-box or by mail.

For customer safety and security, payment information from the old online payment system was not migrated to the new system. Customers who have online payments scheduled to process on or after May 18 in the old online payment system will need to register an account in the new system to re-enroll in AutoPay or set up scheduled payments. Customers can register and re-enroll at www.invoicecloud.com/throughout.

For more information and a list of FAQs, visit the Utility Billing page on the City’s website at bendoregon.gov/utilitybilling.

Accommodation Information for People with Disabilities

To obtain this information in an alternate format such as Braille, large print, electronic formats, etc. contact Joshua Romero at 541-693-2185 or jromero@bendoregon.gov.

Boys & Girls Clubs

Continued from page 3

supplies necessary to improve physical distancing and sanitization, developing enhanced safety and prevention protocols, reconfiguring physical space with refurbs and training staff. All operations will align with the Oregon Health Authority Guidelines for Summer Camps. The organization conducted registration in early March before school closures and stay at home orders were announced. Due to the reduced group sizes and limited capacity, the program is already full with a waitlist. They will be reaching out to families who are already signed up to complete additional registration steps starting May 26. Unfortunately, due to capacity constraints under the new requirements, BGC will only be able to serve 80-100 youth. Though it’s not all youth who registered previously will have a spot.

“We know that closures have not impacted all of us equally,” Williams commented. “Through our parent survey, we learned that many of our parents have lost their jobs, some aren’t eligible for unemployment and some have lost their homes. Others are essential workers and can’t get enough hours at work because they don’t have a safe place for their kids. We aim to change that for as many families as possible this summer.”

BGC programming this summer will focus on providing social, emotional and academic support to youth who have been isolated and remote learning for the past several months. It will incorporate high-yield learning activities and social engagement within stable groups to provide the most fun and safe experience possible.

GL Solutions

Continued from page 3

rehabilitative and after-care services to New Mexico children and their families. The department will use GL Suite to streamline back-office functions, manage licensees and support websites.

“The ability to apply and renew online does not exist for this agency. Adding online data entry will provide huge efficiencies,” said GL Solutions Service Delivery Manager Marcy Merlot. “GL Suite’s robust ability to track data will also provide data for decision making in the future.”

GL Solutions was founded in 1997 by former administrators with the Oregon Department of Justice. The employee-owned company’s enterprise software has since been used by scores of regulatory agencies, from Alaska to the U.S. Virgin Islands.

glsolutions.com

Healing Reins

Continued from page 3

Founded in 1999, HRTRC earned its distinguished status as a Professional Association of Therapeutic Horsemanship (PATH) International Premier Accredited Center in 2001. HRTRC has maintained that designation through a rigorous re-accreditation process that occurs every five years and is the only center of its kind in Oregon east of the Cascades.

HRTRC offers an ADA-approved facility complete with an indoor riding arena, a dedicated and confidential mental health arena, an outdoor arena, two round pen learning areas and a Sensory Integration/Challenge Trail course with beautiful views of Mt. Bachelor and the Oregon Cascade range. Professionally certified staff are supported by trained volunteers and specially selected program horses to deliver year-round services.

HRTRC relies on our generous community for support, both in the arena and in other areas of our daily operations. In addition to providing volunteer support, the Central Oregon community contributes generously to Healing Reins through private donations, corporate sponsorships, individual contributions and participation in our annual benefit auction, Diamonds & Dust and our yearly on-line event, The Triple Crown FunRacer.

Programs continue to grow to address community demand, and in our mission To Heal with Horses, we remain dedicated to our founding values of safety, respect, compassion, excellence and honesty.

healingreins.org

Watch for Upcoming Editions of

CASCADEx BUSINESS NEWS

2020 EDITORIAL CALENDAR

ISSUE DATE

SPECIAL SECTIONS

INDUSTRY LISTS

June 17

PRINEVILLE Profile

Employment Resources, Largest Employers, Office Supplies

Deadline Jun 10

SUNRIVER Profile/Summer Recreation Special

Travel Agencies, Athletic Clubs, Spas, Tour Companies, Mailing Services, Golf Courses

July 1

Deadline Jun 24

Women in Business

Engineers, Insurance Companies, Health Plan Companies

July 15

Deadline Jul 8

Annual Healthcare

Internet Services, Computer Services, Education Services, Web Design & Digital Marketing

August 5

Deadline Jul 29

Sisters Profile

Largest Women-Owned Businesses, Moving/Storage, Auto Dealers, Trucking & Transportation, Auto Body Repair

August 19

Deadline Aug 12

Nonprofit Profiles/Accomplished Under 40

Assisted Living, Chiropractors, Dentists, Eye, Home Care, Hospitals, Physical Therapy, Physical Therapists, Reconstructive Surgeons, Audiologists, Emergency Transport, Acupuncture

September 2

Deadline Aug 26

Financial Planners, Stock Brokers

September 16

Deadline Sept 9

Nonprofit Organizations, Accountants, Bookkeepers

October 7

Deadline Sept 30

Sunriver Chamber of Commerce
57195 Beaver Dr. 2 Country Mall, Ste. 8
PO Box 3246, Sunriver, OR 97707
541-998-3707
info@sunriverchamber.com

jeff@cascadebusnews.com
CBN Adventures with Outriders Northwest
Team Building Badlands Style

Photos by Mike Willock — Outriders Northwest • 503-298-9175 • OutridersNW.com
Pictured: Jeff Martin, Marcee Hillman Moeggenberg, Natalie Nieman, Ronni Wilde, Hayden Martin, Alec Martin
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2020 CASCADE BUSINESS NEWS FASTEST 20

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Established and operating on or before January 1, 2017.
Gross revenues in 2019 greater than 2017 with consistent year-over-year growth.
Gross annual revenues $100,000 or greater in fiscal year 2019.

Recognizing fastest growing independently operated privately owned for-profit entities located and based in Central Oregon.

Reported revenues should be taken from externally prepared financial statements or tax returns filed with the IRS.
Only percentage of growth will be published.

2019 Winners:

#1 — Eyce LLC
#2 — Broken Top Candle Company
#3 — Southside Physical Therapy Inc.
#4 — Steele Associates Architects LLC
#5 — Broad Sky Networks
#6 — CIES Inc.
#7 — Preston Thompson Guitars, LLC
#8 — Minuteman Press
#9 — Composite Approach
#10 — Velox Systems
#11 — Everist Irrigation
#12 — Budget Blinds of Central Oregon
#13 — ATL Communications
#14 — DiversiPed Heating & Cooling, Inc.
#15 — N the Zone Ink
#16 — Step & Spine
#17 — TechLink
#18 — Specialty Auto Electric, Inc.
#19 — Central Oregon Eyecare, PC
#20 — Bennington Properties LLC