



Itching to
Get Away?

Page 14

Enhancing & Promoting the Economic Vitality of Central Oregon Since 1994

Accomplished under 40

by JEFF MARTIN — CBN President/CEO

As CBN celebrates our 14th year of honoring young business leaders in Central Oregon, we — along with our sponsor, U.S. Bank — thought it would be fun to take a look at some of our past award winners and ask...

Where Are They Now?



STEPHANIE SENNER

We continue this series with Stephanie Senner, marketing director at Suterra, who received this award in 2014.

1. What advice would you give to your former self at the time you received the Accomplished Under 40 Award?

Make a point to meet the other award recipients one-on-one. Personal relationships will make the difference between Central Oregon becoming a larger community or losing that community feel all together. I'd also tell my former self to have a milkshake at Pilot Butte Drive-In while she still can!

2. What has changed the most about Central Oregon since you received the award?

One discouraging change is increasing skepticism about growth. The community was emerging from a traumatic recession back then, so people were hungry for economic development. Now that we're on the other end of a growth curve, people seem reluctant to invest in smart growth like event infrastructure or subsidized childcare.

One awesome change is increasing emphasis on equity and inclusion. We have a long way to go, but it's encouraging to see community leaders at least acknowledge the systemic problems and try to build a future *with* others instead of *for* others.

PAGE 6

Local Business Owners Share Trials & Tribulations of Reopening

by RONNI WILDE — CBN Reporter

As 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



ISRAEL LOVE, OWNER OF XCEL FITNESS | PHOTO BY RONNI WILDE

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."

PAGE 8

Pets Filling a Void Like Never Before

by RONNI WILDE — CBN Reporter



TRALAIN BENNER AND BLU | PHOTO COURTESY OF TRALAIN BENNER

In 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, maintenance and needs to go out more," she said. "Before everyone was home, not so much. They sense things and pick up on our stress. They are out of their norm and this is not what they've known."

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

PAGE 14

GROWING LOCAL BUSINESS

When Newport Avenue Market needed a business bank, Summit Bank was the natural choice. Stop by or give us a call, and let our team give you a fresh perspective.



SUMMITBANK

560 SW Columbia Street in Bend
541-317-8000
www.SBKO.bank



Summit Bank Assistant Vice President Jill Cummings and Newport Avenue Market Produce Manager Brian Moothart



INSIDE THIS ISSUE

Business & Industry	2
Hot News	3
City Desk	4
Business of Pets	10
Pet Services	10
Veterinarians	12
Money & Investment.....	17
Who's Who	18
Businesses Serving Community...	19
Business Calendar	20
Permits	21
Town & Country	23



A Division of Cascade Publications Inc.

Opinions expressed by contributing writers and guest columnists do not necessarily reflect the opinions of the publisher and/or editorial board. Questions and comments about a particular article should be addressed to the individual contributor. Letters to the Editor will be accepted and possibly printed if signed by the writer. Reproduction in whole or in part is strictly prohibited without written permission.

CBN is published the first and third Wednesdays of each month.

Subscriptions are \$35 for one year (\$40 for out of tri-county).

CBN is a division of Cascade Publications Inc. which also publishes the monthly Cascade Arts & Entertainment magazine, Book of Lists, Sunriver Magazine, Premiere Builders Exchange Directory, Bend-La Pine High Schools Fall & Winter Sports Programs and the Art & Wine Auction Program. Locally owned and operated since 1994.

404 NE Norton, Bend, Oregon 97701

541-388-5665

www.cascadebusnews.com

Send press releases/photos to cbn@cascadebusnews.com

CONTRIBUTORS

ANN GOLDEN EGLÉ.....	9
BYRON MAAS.....	13
MICHAEL NANK	15
LYNNE OUCHIDA.....	16
DAVID ROSELL.....	17



The Producers

Founder.....	Pamela Hulse Andrews
President/CEO.....	Jeff Martin
Editor/Production Director/ Feature Writer	Marcie Hillman Moeggenberg
Production Artist/Design/ Online Communications	Natalie Nieman
Assistant Editor/Reporter.....	Ronni Wilde
Advertising Executive.....	David Phillips
Feature Writer.....	Julie E. Furnas
Feature Writer.....	Kenneth Marunowski, Ph.D.
Feature Writer.....	Simon Mather
Feature Writer.....	Kari Mauser
Intern/Feature Writer	Alec Martin
Distribution	David Hill

The Editorial Board

Steve Buettner.....	SunWest Builders
Preston Callicott.....	Five Talent
Theresa Freihofer.....	C.O. Community College
Katie Hartz.....	Hyphn
Neal Huston.....	Neal Huston Architects
Jim Lee.....	InvitExcellence
Ron Miller.....	The Miller Company
David Rosell.....	Rosell Wealth Management
Eric Sande.....	Redmond Chamber
Howard Schor.....	Business Consultant
Chris Schroeder.....	Morgan Stanley
Brian Shawver.....	Security Pros
Scott Steele	Steele Associates Architects
Susie Stevens.....	Consultant
Chris Telfer.....	Spectrum CPA Group LLP

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 Dent** 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, **Scharpf 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.

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.

Continued on Page 22 ▶

GL Solutions Welcomes New Client — New Mexico Children Youth & Families

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.

The New Mexico Children, Youth and Families Department provides an array of prevention, intervention,

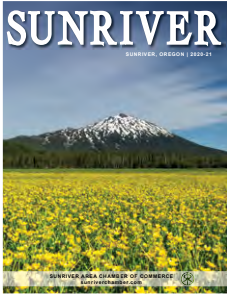
Continued on Page 22 ▶

2020-21 Sunriver Magazine Unveiled by Cascade Publications & Sunriver Chamber

Cascade Publications Inc. of Bend has released the newest edition of *Sunriver Magazine* published in collaboration with the Sunriver Chamber of Commerce. The magazine serves as both a visitor guide and residential and commercial informative piece with a history of the Sunriver area, recreation opportunities in the surrounding lakes, rivers and mountains, various maps of the region, special events and dining, shopping, real estate and lodging.

Sunriver Magazine lists members of the Sunriver

Continued on Page 22 ▶



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 (BGCB) 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, BGCB will be busy with preparations, which include securing equipment and

Continued on Page 22 ▶

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 and 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-

Continued on Page 22 ▶



• FOR SALE •



\$325,000
528 SW 4th Street, Redmond
Prime development opportunity in the downtown Redmond area. 0.24 acres with C-2 zoning which allows for multi-family, retail and office development. Older home and garage in As-Is condition. Value is in the land.
Contact Meg Watkins
541.530.1620

• FOR SALE •



\$175,000
15746 Burgess Road, La Pine
Excellent location on high traffic road to Deschutes National Forest, Wickiup Reservoir, Crane Prairie and Cultus Lake Resorts! Two buildings, two gas pumps (currently inactive) and propane available for sale.
Contact Al Eastwood
541.350.0987

• FOR LEASE •



\$2.25/SF/Month +NNN
1013 NE 10th Street, Bend
Two spaces available for retail or office use. First floor is 1479 SF and second floor is 1554 SF. Building being completely remodeled to like-new. 24 on site parking spaces.
Contact Paula Van Vleck
541.280.7774

• FOR LEASE •



\$0.85/SF/Month +NNN
840 SE Woodland Blvd, Bend
1385 SF, industrial space on Bend’s southeast side with easy access off Third Street and Wilson. Large open warehouse space with 14 foot roll up door and nice office area with ADA restroom. Space available July 1, 2020.
Contact Bill Pon
541.815.4140



Al Eastwood
541.350.0987
eastwood@bendnet.com



Paula Van Vleck
541.280.7774
paulavanvleck@cbbain.com



Bill Pon
541.815.4140
billpon@cbbain.com



Meg Watkins
541.530.1620
meg@megwatkinsre.com



REDMOND

◆ 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.



Albert Calderon

“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.

DESCHUTES COUNTY

◆ 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.

deschutes.org

CascadeBusNews.com

IT’S YOUR LEGACY.
PASS IT ON.

Preserve your wealth and protect your estate for generations to come.
To schedule a no-obligation consultation, please contact me today.



CLAY TRENZ
Financial Advisor
300 SW Columbia Street, Suite 204
Bend, OR 97702
541.323.4589
claytrenz@acuitywealthadvisors.com
[acuitywealthadvisors.com](https://www.acuitywealthadvisors.com)

AWA | ACUITY WEALTH ADVISORS

Investment advisory services offered through Raymond James Financial Services Advisors, Inc. Acuity Wealth Advisors is not a registered broker/dealer and is independent of Raymond James Financial Services. Securities offered through Raymond James Financial Services, Inc., member FINRA/SIPC. 20-BRCBK-0003 TA 3/20



DO WHAT YOU DO BEST...
OUTSOURCE THE REST!!

PRINTING & MAILING SOLUTIONS

- Offset and Digital
- Personalized Printing
- Business Cards & Postcards
- Newsletters & Brochures
- List Purchasing
- Address Cleansing
- Folding, Bindery
- Daily Mail Pickup
- Intelligent Inserting
- Tabbing & Stamping

STATEMENT/INVOICE PRINTING & ONLINE SERVICES

- Utility Statements
- Medical Bills
- Collection Notices
- Bankruptcy Notices
- W-2/1099's
- Pressure Seal/Snap Packs
- Secure Online Bill Presentment
- Secure Online Payment
- Lockbox Services
- And other secure document production



(541) 382-8402 • info@moonlightbpo.com
www.moonlightbpo.com

Certified • SOC1 Type II • SOC2 Type II • PCI • Compliant • HIPAA • Red Flag

After Devastating Losses, Travel & Leisure Industry Fights to Make a Comeback

by RONNI WILDE — CBN Reporter

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, verses 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



RIVERHOUSE ON THE DESCHUTES HAS SUFFERED LOSSES TO ITS GROUP BUSINESS DUE TO THE PANDEMIC | PHOTO COURTESY OF RIVERHOUSE ON THE DESCHUTES

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.

Continued on Page 7 ▶

RE/MAX
KEY PROPERTIES



#InThisTogether

Central Oregon Childcare Launches New Logo & Website

Finding Solutions for the Childcare Crisis in Central Oregon



CENTRAL
OREGON
CHILDCARE

Cultivating Growth Through Community

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 Prow, 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 challenging times and beyond," said Donna Mills, Central Oregon Health Council.

centraloregonchildcare.com
crossdotdigital.com

Accomplished 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 in agriculture around 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.

We Protect, You Prosper!™

Our Security Services:

- ✓ Nightly Mobile Business Patrols
- ✓ Burglary Alarm First Response
- ✓ Posted Officers at your Location
- ✓ Construction Watch Team



OREGON DPSST # 858

Your Total Assurances:

- ✓ Protecting \$1 Billion Locally
- ✓ Proof-of-Work Accountability
- ✓ The Most Local References
- ✓ Huge Patrol Coverage 6PM-6AM
- ✓ All-Wheel Drive Vehicles
- ✓ 26 Years of Business Excellence



1994 Celebrating 26 Years 2020

541-330-0404
541-548-1992

securityprosbend.com

Want to subscribe to Cascade Business News E-Headlines?



Go to www.cascadebusnews.com to sign up or send an email to ads@cascadebusnews.com and receive our twice weekly headline news stories.

BUSINESS QUALITY MANAGEMENT SERVICES LLC

ISO 9001 (Industry) AS 9100 (Aerospace)

Continual improvement:
Planning, Customer Perception,
Quality, Delivery, Waste, Internal
Audit, Gatherings, Process Metrics



Service@bqmsllc.com • bqmsllc.com


*Exceeding Client Expectations
Since 1993*

25% OFF COMPOST

Give your garden a boost!

**25% Off Compost Sale
Through June 30, 2020**

Valid on BioFine and SoilBuilder compost only.



Deschutes Recycling
7 a.m. – 5 p.m. | Monday – Sunday

Located at Knott Landfill
61050 SE 27th St., Bend
541.388.1910
deschutesrecycling.com


©2020 Republic Services, Inc.

BioFine:
\$19 per yard
(save \$7 per yard)

SoilBuilder:
\$15 per yard
(save \$5 per yard)

*Self-haul or
convenient delivery*





Travel & Leisure Industry

Continued from page 5

“The impact is felt in the cost of increased cleaning supplies and PPE (personal protective equipment) for our associates,” said Lenke. “As we have added enhanced cleaning standards and schedules for our public spaces, we are also having to add labor in order to spend more time making sure rooms and public spaces are sanitized correctly.”

Despite the devastating statistics, Theisen and Lenke believe Central Oregon will bounce back. Though the health and safety regulations formulated for hotels will help put travelers’ minds at ease, Lenke said he doesn’t think that those measures will be what recovers the industry. “What is going to recover the industry is people wanting and willing to get out and travel. If Memorial Day is any indication of people willing to travel, then I think destinations that are considered drive markets will recover fairly quickly. We just need people to be smart and understanding of the rules and restrictions that are currently in place.” Lenke said Riverhouse on the Deschutes will offer incentives to bring travelers back. “We always have a variety of packages available, and we will continue to partner with all our existing partners 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 jobs. It reports that prior to the pandemic, hotels supported one in every 25 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.”



LOCALS BELIEVE THAT TOURISM IN CENTRAL OREGON WILL BOUNCE BACK | PHOTO COURTESY OF VISIT CENTRAL OREGON/STEVE HEINRICH

Theisen said COVA supported the local travel industry during the closures by taking immediate action to pause its paid advertising campaign, and assisted tourism businesses through the “Central Oregon Strong” campaign, which promoted restaurants and other businesses that were open for online or curbside service via social media. “We have also remained top of mind with our visitors, inviting them to join us on a virtual adventure with our Adventure Call Series (adventurecalls.visitcentraloregon.com) and other virtual ways to experience the region,” she said. “When non-essential travel is open, we will be poised to market the region to our visitors and welcome them back to Central Oregon while informing them of safety protocols that tourism businesses are implementing. I believe that Central Oregon will be ready to welcome visitors back who are seeking responsible vacations where they can enjoy the great outdoors and wide-open spaces.”

In an industry update, COVA prepared a four-stage marketing strategy to help bring the region’s tourism economy back to full recovery. (industry.visitcentraloregon.com/wp-content/uploads/2020/05/VCO-Regional-Recovery-Plan.pdf). In the plan, the four stages of recovery include staying connected, planning ahead, getting excited and booking travel. Theisen agrees that hotels and other tourism businesses are working hard to modify the way they do business to safely welcome back visitors. “Traveler sentiment shows that many Americans miss their vacations, and there is pent-up demand for getting out of town. Visit Central Oregon will be working with our regional tourism partners to safely welcome visitors back to the region and begin to rebound from the economic impact we’ve seen over the past few months. It may take some time to recover, but tourism will pave the road for many of our region’s businesses.”

visitcentraloregon.com • riverhouse.com • ahla.com

If your financial advisor has not contacted you recently... Call us today!

In March AGP Wealth Advisors interacted with our clients and partners through:



23,580 calls



19,213 e-mails



487 digital meetings



AGP Wealth Advisors
Ameriprise Private Wealth Advisory Practice

800.563.1636
agpwealthadvisors@ampf.com
agpwealthadvisors.com
Five Puget Sound offices

AGP Wealth Advisors, a private wealth advisory practice of Ameriprise Financial Services, LLC
Data collected by AGP Wealth Advisors between 3/1/2020-3/31/2020
The Compass is a trademark of Ameriprise Financial.
Ameriprise Financial Services, LLC. Member FINRA and SIPC.
© 2020 Ameriprise Financial, Inc. All rights reserved.



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 with 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 1 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 entry, then everyone 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 control what we are doing.” When a member comes in, they are greeted with signs specifying requirements for entry, and they get their temperature taken with a touchless infrared thermometer. They are then issued a spray bottle of sanitizer and a towel to use on all the equipment they touch during their stay at 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,”



AT XCEL FITNESS, MEMBERS ARE GREETED WITH INSTRUCTIONS AT THE DOOR

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 1 reopening requirements aren’t quite as severe 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 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 if needed.” Sunnarborg said she



CABIN 22 RESTAURANT REOPENED ON MAY 15, WITH SIGNAGE, TAPE ON THE FLOORS AND SOCIAL DISTANCING MEASURES FIRMLY IN PLACE | PHOTOS COURTESY OF CABIN 22

is following the rules, but is also working hard to not elicit more fear surrounding COVID. “I have signage up, but I won’t put a sign up limiting the numbers of people in the store yet because it hasn’t been necessary. I don’t want to use the ‘C’ word in here, because people want a break.”

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 Plexiglas 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 door 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 that 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.”

cabin22bend.com • xcelfitnessbend.com • desperadoboutique.com



EQUIPMENT AND CLASSROOM SPACING ADHERE TO SOCIAL-DISTANCING REQUIREMENTS | PHOTOS BY RONNI WILDE

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 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, rather than a saboteur.

What is true? This is a simple-yet-powerful question to ask yourself. For example, think of a time when you were triggered into self-doubt by looping negative thoughts or unkind words by someone. Immediately your familiar inner critic messaged you: “I can’t do this. I do not deserve this. I’m not good enough.” You have heard this criticism for so many years that you quickly believe it and push through the task at hand ineffectively. Instead, stop and simply ask yourself, “What is true for me in this moment?”

Chances are high you will come up with evidence that you have, in fact, succeeded in similar situations — excelled in fact. Had you stopped at merely believing your inner critic and pushing through less competently, you would have proven your inner critic correct.



Key accomplishment list. One client calls this his ‘attaboy’ list that he refers to often when given a few open minutes throughout his day. You have accomplished many milestones throughout your life and career, many that others cannot accomplish. This is one time in your life not to be humble. As you list each accomplishment, ponder your unique traits, passions or talents that enabled you to excel with each achievement.

Acknowledgment list. Your inner critic will dislike this tool and may convince you it is a waste of time. I have found over the years that extraordinarily successful individuals do not see what others see, appreciate and admire about them. High achievers are driven to be the best that they can be. Therefore, they focus on how to continually improve. Their inner critic is most helpful with this — weaving every success with what they could have done better. Referring to past cards, letters, emails or texts of acknowledgment when self-doubt creeps in is vital to building and maintaining a healthy self-esteem.

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.

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 before you have the chance to talk yourself out of anything. Trusting yourself to make wise decisions shatters self-doubt.


And finally, be extremely discerning with the people in whom you surround yourself. 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.

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@gvasuccess.com or GVAsuccess.com. Subscribe to Ann’s internationally acclaimed ‘Success Thoughts’ e-zine on her website.

Got Green? We Do!





Bend Asbestos
Don't risk it...

ASBESTOS TESTING & SURVEYS


KNOW THE LAW: Oregon Legislature and DEQ requires an accredited inspector perform an asbestos survey before any commercial renovation or demolition and for residential demolitions if the home was built prior to 2004.

Avoid one of these DEQ fines by ordering a survey:

\$5,567	Commercial Renovation - no survey
\$12,800	Mishandling of asbestos - no survey
\$25,600	Asbestos removal w/o asbestos abatement license
\$3,833	Renovation w/o accredited survey
\$28,800	Failing to conduct accredited survey

DON'T RISK IT!

Call us to order a survey.



WWW.BENDASBESTOS.COM | (541) 410-3409

AHERA Accredited Inspector, AHERA: IN-18-5968B, OCHI: 2010, CCB: 216149




MIRROR POND CLEANERS
(541) 389-1411


615 NW Franklin Ave. • Bend, Oregon 97701



Pet Services (Listed Alphabetically)

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Services
Andy Andrews' Double A Ranch 62570 Dodds Rd. Bend, OR 97701	541-383-1869	N/A	www.andyandrews.net andy@andyandrews.net	Andy Andrews	3	1967	Equestrian boarding, 20 stall facility, vacation stays, open pastures, trailer storage, limitless BLM trails, training, lessons, events, ranch products.
Bark Avenue Pet Grooming 1397 N Hwy. 97, Ste. B Redmond, OR 97756	541-548-4845	N/A	www.facebook.com/pages/Bark-Avenue-Pet-Grooming/125484480839790	N/A	2	2005	Pet grooming for dogs & cats, retail.
Bend Kitty Lodge 21785 Coyote Dr. Bend, OR 97702	541-389-2058	541-318-5357	www.bendkittylodgeoregon.com	Laurie Seals	3	1990	Cats only boarding facility.
Bend Pet Express - East 420 NE Windy Knolls Bend, OR 97701	541-385-5298	N/A	www.bendpetexpress.com help@bendpetexpress.com	Ryan Kwaterski, Kim McCohan	10	1993	Pet food, supplies & dog wash
Bend Pet Express - West 133 SW Century Dr., Bend, OR 97701	541-389-4620	N/A	www.bendpetexpress.com help@bendpetexpress.com	Kim McCohan, Ryan Kwaterski	10	1993	Pet food & supplies.
Bend Pet Resort LLC 60909 SE 27th St. Bend, OR 97702	541-388-0435	N/A	www.bendpetresort.com reservations@bendpetresort.net	Ken Granacki	9	1986	Boarding, grooming, doggie day care.
Canine Country 65960 61st Ave. Bend, OR 97701	541-382-7752	N/A	N/A	Lori Nickeson	1	1970	Dog agility, rally & obedience trainer.
Carol Dark Grooming 624 NW Hill St. Bend, OR 97701	541-317-8969	N/A	N/A	Carol Dark	2	1991	Pet grooming.
Central Bark/Groomingdales 367 Sisters Park Dr. Sisters, OR 97759	541-549-2275	N/A	www.woofbark.com centralbark@q.com	Sam Hernandez	8	2008	Dog boarding & daycare, full service grooming & self-serve dog wash.
Central Oregon Pet Care Pros Bend, OR 97702	541-480-3596	N/A	www.centraloregonpetcarepros.com info@centraloregonpetcarepros.com	Owner-Operator-Petsitter Heather	1	2005	Caring, dependable, professional home & pet sitters for fish, chickens, cats, dogs. Confidently administer medicines of all sorts. Reiki — hands-on energy healing sessions available for all pets.
Central Oregon Ranch Supply- Redmond 1726 S Hwy. 97 Redmond, OR 97756	541-548-5195	541-548-7754	centraloregonranchsupply.com cors@centraloregonranchsupply.com	Michaeline Malott, Brittney Wofford	14	1976	Pet food & supplies. Animal health care. Feed, agriculture equipment, tack & show supplies.
Central Oregon Ranch Supply-Madras 3457 U.S. 97 Madras, OR 97741	541-460-5100	N/A	www.centraloregonranchsupply.com cors@centraloregonranchsupply.com	Brittney Wofford, Michaeline Malott	5	2015	Pet food & supplies. Animal health care.
CJ's Shoeing 63565 Deschutes Market Rd. Bend, OR 97708	541-420-2090	N/A	chrisjaeger@gmail.com	Chris Jaeger	1	2004	Professional equine farrier & training services.
Dancin' Woofs Compassionate Dog Training & Daycare 63027 Lower Meadow Dr., Ste. D Bend, OR 97701	541-312-3766	541-312-3766	www.dancinwoofs.com info@dancinwoofs.com	Kristin Kerner	5	1998	Dog daycare, Puppy 101, basic through intermediate classes, private behavioral counseling, fun Clicker & Tricks classes.
Dig Dog Hotel 521 SE Ninth St. Bend, OR 97703	541-797-0238	N/A	www.digdoghotel.com info@digdoghotel.com	Robin Tomb	13	2019	Daycare, boarding, grooming.
DogWatch Hidden Fence Systems of Central Oregon Bend, OR 97702	541-385-1111	N/A	www.dogwatchcentraloregon.com contact@dogwatchcentraloregon.com	Jennifer & Casey Powell	2	2001	Underground pet containment fencing & training & indoor containment systems.








Same Day Delivery
Bend, Redmond & Sunriver
Monday - Friday
100% Free

WE'RE PET PEOPLE
JUST LIKE YOU
FOOD, GEAR, SUPPLEMENTS AND MORE.
IF IT'S GOOD FOR YOUR PET, YOU'LL FIND IT AT BPE.


ALL OF THE CONVENIENCE YOU **NEED**
ALL OF THE CUSTOMER LOVE YOU **DESERVE.**

TRY US TODAY!





bendpet.express



CAN YOU RESIST
THIS FACE?

HUMANE SOCIETY
OF CENTRAL OREGON

Volunteer or Donate
to the Humane Society of
Central Oregon


Call 541.382.3537
www.hsco.org


**Make your House a Home.
Adopt Today.**

Comforting Benefits of
Canine Companions

At Heart 'n Home we strive to take care of our patient's physical, emotional, and social needs. One way we are able to enhance our patient's life is through our Volunteer Pet Therapy Program. These furry friends bring comfort to our animal loving patients by helping reduce stress and loneliness, and provide that extra special love that only a pet could give.

GoHOSPICE.com





Heart 'n Home
HOSPICE

BEND
(541) 508-4036

LA PINE
(208) 536-7399

Pet Services *(Listed Alphabetically)*

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Services
Fido Love Bend, OR	503 610 3635	N/A	www.fidolove.com woofwoof@fidolove.com	Reese Mercer	2	2012	An online meeting place that helps pet lovers find a new home for their dogs, or find a great new dog for their home. Fido Love serves western United States in Oregon, Washington & Northern California. Other states will be added over time.
Golden Shears Dog Grooming 1560 NE First St., Ste. 12 Bend, OR 97701	541-388-0885	N/A	N/A	Christine Clark	1	1991	Dog grooming & bathing all breeds.
Groom Bend 624 NW Hill St., Ste. B Bend, OR 97703	415-972-9500	N/A	www.facebook.com/GROOM-Bend groombend@yahoo.com	Jen Jennings	1	1993	Full grooming including bath, hand drying, scissoring, clipper work, filed nails, glands & ears, customized per each dog's needs.
Happy 'Tales' Pet Resort 8369 S Hwy. 97 Redmond, OR 97756	541-504-5916	541-504-7564	www.happytalespetresort.com info@happytalespetresort.com	Andi Sillers	5	2005	Interactive dog & cat boarding, doggydaycare, grooming & training.
High Desert Ranch & Home 350 NE Addison Bend, OR 97701	541-318-0760	541-312-3866	www.highdesertranchandhome.com jana@hdrthbend.com	Jana K. Carroll	8	2003	Pet, livestock, equine, lawn & garden care, service & equipment, clothing, boots & gifts.
Horizon Pet Cremation 1723 Lytle St. Bend, OR 97701	541-318-0026	541-678-5612	www.horizonps.com becky@horizonps.com	Brian Vaughan, Becky Vaughan	4	2006	Private pet cremation. We also offer General Cremation Services. Veterinary Clinic & private home pickup. We have a Mobile Veterinarian for home Euthanasia's.
Invisible Fence Central Oregon 20720 High Desert Ln., Ste. 5 Bend, OR 97701	541-389-8557	N/A	www.invisiblefence.com centraloregon@invisiblefence.com	Becky Grindeland	3	2009	Underground pet containment.
Muddy Paws Bathhouse 155 SW Century Dr., Ste. 115 Bend, OR 97702	541-647-1555	N/A	www.muddypawsbend.com muddypawsbend@yahoo.com	Kimberly Rafilson	9	2010	Professional dog grooming & bathing. Self serve wash.
MuttGear, LLC 320 SW Century Dr., Ste. 405-234 Bend, OR 97702	503-887-9444	866-219-7498	www.muttgear.net info@muttgear.net	Joslin Larson	4	2008	Vir-Chew-Ly indestructible dog leash.
Paws-N-Claws Resort 67717 Cloverdale Rd. Sisters, OR 97559	541-548-1030	N/A	N/A	Janet Herring	1	1996	Horse, dog, cat, fish & bird boarding, everything but husbands.
Pet Paradise 64155 N Hwy. 97 Bend, OR 97701	541-388-3739	541-318-1928	www.bendpetparadise.com reservations@bendpetparadise.com	Pet Paradise	8	2004	Pet boarding, daycare, grooming & bathing.
Petco - Bend 3197 N Hwy. 97, #5 Bend, OR 97701	541-382-0510	541-382-0583	www.petco.com	Keith Gripenetog	25	1998	Dog & cat grooming, premium pet foods & quality supplies. Open 7 days a week. Dog training.
Petco - Redmond 1826 N Hwy. 97 Redmond, OR 97756	541-548-8702	541-548-8920	www.petco.com	Dustin Dickinson	15	2013	Dog & cat grooming, premium pet foods & quality supplies. Open 7 days a week. Dog training.
Ponderosa Paws Dog Walking 21130 Country Squire Rd. Bend, OR 97701	541-410-9703	N/A	ponderosapawsdogwalking.com ponderosapawz@gmail.com	Travis Fuller	1	2016	Provides a variety of customized pet sitting & exercise services to keep your dog healthy & happy.
Redmond Pet Care Redmond, OR 97756	541-977-2668	N/A	www.redmondpetcare.com ron@redmondpetcare.com	Ron Shirley, Robertta Shirley	2	2007	In-home pet sitting for Redmond, Eagle Crest & Smith Rock.
Rhonda's Puppy Love 245 NE Kearney Ave. Bend, OR 97701	541-389-9962	N/A	www.facebook.com/pg/Rhondas-Pup-py-Love-Dog-Grooming-141738562610 rhondaspuppylove@aol.com	Rhonda Brookshier	2	1987	Dog grooming.
Ruffwear, Inc. 2843 NW Lolo Dr. Bend, OR 97703	541-388-1821	541-388-1831	www.ruffwear.com bark@ruffwear.com	Customer Service	32	1992	Manufacturer of performance dog gear, apparel & supplies.
Safe & Sound Pet Sitting 20583 Shaniko Ln. Bend, OR 97701	541-408-0462	N/A	shume@bendcable.com	Starr Hume	1	2004	Personalized alternative to kennels, pet sitting in your home. Specializing in animal health-care. Dogs, cats, birds, horses & all types of pets. Trained in dog obedience. 15 years in business. Call for a free interview. Reasonable rates & more.
Sisters Feed & Supply 102 E Main Ave. Sisters, OR 97759	541-549-4151	541-549-1046	N/A	Fred McCaulou	3	1997	Equine health supplies, horse, pet food & supplies.
TENDmyPet Bend, OR	541-241-6349	N/A	www.TENDmyPet.com info@tendmypet.com	Elizabeth Green	1	2015	Services include overnight pet care, private dog walks, in-home pet sitting visits.
The Bomb Squad PO Box 8381 Bend, OR 97708	541-617-1900	N/A	www.k9bomb.com turdologist@k9bomb.com	Brian Frankle	1	2000	Removal of K9 landmines.
U-Wash Pets & Grooming 3405 N Hwy. 97 Bend, OR 97701	541-318-1602	N/A	N/A	Rhonda DelCastillo	1	2000	Self serve pet washing & professional grooming.
Wag Bend Play & Stay 902 SE Textron Dr. Bend, OR 97702	541-550-9520	N/A	www.wagbend.com wagbend@me.com	Justin Crowson	3	2011	Dog daycare, dog boarding & no-clip grooming. Second location for private self-training at 21510 E Hwy. 20, Bend.

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@cascadebusnews.com.

Horizon Pet Cremation

Pet cremation with compassion and peace of mind in the heart of Bend



Max Dog

Call Becky Vaughan ~ 541-318-0026
www.horizonps.com
1723 Lytle Street, Bend, Oregon 97701



Veterinarians *(Listed Alphabetically)*

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Services
Alpine Veterinary Clinic 354 NE Dekalb Ave. Bend, OR 97701	541-382-8930	541-388-8329	www.alpinevetbend.com	Dr. Allan Kelley	11	1985	Small animal clinic, orthopedic & soft tissue surgery, preventive healthcare plans, dentistry, x-ray.
Ark Animal Clinic 528 NE Greenwood Ave. Bend, OR 97701	541-389-6111	541-389-8935	www.thearkanimalclinic.com arkinbend@gmail.com	Dr. Janette Wells, Dr. Kevin Long, Dr. Joann Voss	8	1972	Small animal veterinary care.
Bend Animal Hospital 63240 Service Rd. Bend, OR 97703	541-389-7778	N/A	www.bendanimalhospital.com bendanimalhospital@bendbroadband.com	Dr. Lynne Brown, Dr. Steven Pappa, Dr. Matt Wesley	9	1985	Complete medical & surgical facilities, after hours emergency services available, horses, farm animals, dogs & cats.
Bend Equine Medical Center, LLC 19121 Couch Market Rd. Bend, OR 97701	541-388-4006	541-389-7508	www.bendequine.com bemc@bendnet.com	Dr. Wendy Krebs, Dr. Wayne Schmotzer	11	1998	Full service equine hospital, in-house lab, advanced & routine dentistry, 3 mobile vet units, neonatal intensive care unit, complete reproduction center. Lameness specialists.
Bend Veterinary Clinic 360 NE Quimby Ave. Bend, OR 97701	541-382-0741	541-382-0711	www.bendveterinaryclinic.com bendveterinaryclinic@bendbroadband.com	Dr. Erin Miller, Dr. Lauren Stayer, Dr. Byron Maas, Dr. Marie Stanley	25	1964	Full service small animal hospital including exotic pets & limited house calls.
Bend Veterinary Specialty & Emergency Center 1245 SE Third St., Ste C-3 Bend, OR 97702	541-385-9110	541-318-1665	www.bendvetspecialtyemergency.com bvsecmail@pathwayvets.com	Dr. Mark Parchman, Dr. Sue Dougherty	50	2004	Veterinary specialty practice, board certified surgeons, cardiologists, board certified internal medicine & 24 hour emergency services.
Bird Dog Bioventures/The Athletic Horse 67550 Harrington Loop Rd. Bend, OR 97701	405-409-8690	N/A	www.theathletichorse.com theathletichorse@msn.com	Dr. Patrick Young, DVM	1	2001	Diagnosis & treatment for horses & small animals.
Blue Sky Veterinary Clinic 20205 Powers Rd., Ste. 103 Bend, OR 97702	541-383-3833	541-383-5856	www.blueskyvet.com blueskyveterinaryclinic@gmail.com	Dr. Amanda Ford, Dr. Anne Harrell, Dr. Chad Moles	12	1990	Complete adult, puppy & kitten health exams, vaccinations, geriatric care, diagnostics, dentistry, surgery, emergency care & pet foods.
Brookwood Animal Clinic, LLC 19550 Amber Meadow Dr., Ste. 100 Bend, OR 97702	541-306-6991	N/A	www.brookwoodanimalclinic.com	Ruth Loomis, DVM, Liz Gray, MS, DVM	11	2014	Veterinary services, dentistry, soft tissue & orthopedic surgery, behavior consultations, imaging, preventative healthcare, pet washing station, wellness plans.
Bush Animal Clinic, Inc. 530 SW Mill View Way Bend, OR 97702	541-382-7671	541-389-9391	www.bushanimalclinicinc.com bushac@bendbroadband.com	Meg Quinn, DVM	3	1979	Small animal medicine & surgery, dentistry, dermatology, behavior, preventive health care, geriatric care, puppies & Kittens, too.
Cascade East Veterinary Clinic 1689 SW Hwy. 97, Madras, OR 97741	541-475-7226	N/A	www.cascadeeastveterinary.com cascadeeast@hotmail.com	Dr. Steven Nitschelm	3	1979	Serving Madras & surrounding area, companion pets only, emergency service available.
Cascade Equine Veterinary Services 1057 SW Canyon Dr. Redmond, OR 97756	541-977-5106	N/A	docnyman@live.com	Dr. Jared Nyman	3	2009	Cascade Equine is an ambulatory practice, committed to providing exceptional care to your equine athletes & companions.
Central Oregon Animal Hospital 366 NE Underwood Ave. Bend, OR 97701	541-382-7067	541-389-2667	www.CentralOregonvet.com info@centraloregonvet.com	David Colton, DVM, Sara Yourston	20	1972	Member American Animal Hospital Association. Companuon animal wellness & preventative care, medical & surgical services, endoscopy, ultrasound, orthopedics & boarding including avian.
Cinder Rock Veterinary Clinic 2630 S Canal Blvd. Redmond, OR 97756	541-923-1638	541-923-1752	www.cinderrockvetclinic.com	Dr. Holly Sides, Dr. Keith Sides	30	1983	Small animals & horses.
Cole Veterinary Services 18460 Pinchurst Rd., Bend, OR 97701	541-382-0184	N/A	N/A	Dr. Jennifer Cole	2	1983	Equine only practice: reproduction, medicine & surgery, 24-hour emergency service.
Colorado Cat Clinic 655 NW York Dr. Bend, OR 97703	541-318-9879	541-617-1825	www.coloradocatclinic.com catclinic@bendbroadband.com	Dr. Kirsten Munck	4	1997	Cats only veterinary clinic.
Countryside Equine Clinic 2660 NE Hwy. 20, Ste. 610-39 Bend, OR 97701	541-385-8487	541-389-3075	N/A	Dr. Trish Kentner	2	1999	Mobile service: vaccinations, ultrasounds, x-rays, medicine, nutritional consulting, neonatal care, emergency service, special interest in reproduction.
Critter Care-A-Van 65480 73rd St. Bend, OR 97701	541-383-2569	N/A	grifick@aol.com	Dr. Peggy Griffin	1	1992	Small animal medicine, dentistry, preventive care, vaccinations, in-home euthanasia & acupuncture.
Desert Valley Equine Center 21199 NW Spruce Ave., Redmond, OR 97756	541-504-5299	541-548-4030	www.desertvalleyequine.com dvequine@msn.com	Dr. Tim W. Phillips	2	2000	All equine work specializing in lameness, reproduction & dentistry.
East Bend Animal Hospital 409 NE Greenwood Ave., Ste.110 Bend, OR 97701	541-318-0090	N/A	www.eastbendvet.com ebah@eastbendvet.com	Dr. Jaime Thurk, Dr. Brooke Jacoby, Dr. Brett Thomas	12	2016	Exams, avian pets, exotic pets, spaying & neutering, pet dentistry, surgery, laser therapy, micro-chipping, nutrition, lab services, flea, tick & heartworm prevention, pet emergency, nutritional supplements, vaccines, Veterinary Orthopedic Manipulation (VOM).
High Desert Veterinary, PC 60885 SE 27th, Bend, OR 97702	541-382-9262	541-317-0550	www.highdesertvet.com	Dr. Anthony Oddo	6	1986	Dogs & cats internal medicine soft tissue & orthopedic surgery, emergency & critical care.
Highland Veterinary Hospital 839 SW Highland Ave. Redmond, OR 97756	541-548-6114	541-504-2174	www.highlandvh.com	Dr. Erin Cook, Dr. Rachel Poet	5	1978	Medicine, surgery & dentistry for small animals & exotics, general exams & vaccinations.
Hometown Animal Hospital 1255 NE Third Street Prineville, OR 97754	541-447-5219	541-416-0911	www.hometownvet.net service@hometownvet.net	Dr. Bill M. Williams, Dr. Scott Davis, Dr. Amy N. Achille	6	1975	Quality small & large animal medicine & surgery, 24-hour emergency service.
La Pine Animal Hospital 51693 Huntington Rd., La Pine, OR 97739	541-536-2001	541-536-6102	www.lapinevet.com records@lapinevet.com	Gordon Pickering, Lani Voyles	10	1989	Surgeries, small animal care, puppy & kitten packages, limited grooming & boarding, behavior/obedience training & dentistry.
LaPaw Animal Hospital, PC 1288 SW Simpson Ave., Ste. G Bend, OR 97702	541-389-3902	541-389-3903	www.lapawanimalhospital.com staff@lapaw.net	Dr. Deborah LaPaugh	8	2001	Full service animal hospital including preventative medicine, dentistry, orthopedic & soft tissue surgery. Special interest in ferrets & pocket pets.
Madras Animal Hospital 401 SW Fairgrounds Rd., Madras, OR 97741	541-475-2283	541-475-4237	madrasanimal@gmail.com	Dr. Jerud Rhen	3	1992	Large & small animals, hospitalization, in-out patient & boarding.
Mt. Bachelor Veterinary Hospital 61535 S Hwy. 97, Ste. 3 Bend, OR 97702	541-389-6612	541-385-6521	www.mtbachelorvethospital.com	Dr. Rex Urich	4	1991	Full-service small animal veterinary hospital.
Prineville Veterinary Clinic 350 NE Hickey Farms Rd., Prineville, OR 97754	541-447-2179	541-447-5051	www.prinevillevet.com reception@prinevillevetclinic.com	Cindy Malott, Dr. Rhett Schultz	12	1995	Small & large animal complete medical & surgical service. 24-hour emergency service.
Redmond Veterinary Clinic 1785 NW Sixth St. Redmond, OR 97756	541-548-1048	541-548-2323	www.redmondvetclinic.com office@redmondvetclinic.com	Dr. Shawn Clark, Dr. Curt Nitschelm, Dr. Cassee Terry	20	1942	Small & large animal & equine medicine, surgery & dentistry, 24-hour emergency service.
Riverside Animal Hospital 25 NW Olney Ave. Bend, OR 97703	514-585-3739	541-585-3740	www.riversidevetbend.com drmenasco@gmail.com	Dr. Cody Menasco, Dr. Debbie Putnam, Dr. Sarah Cummings	12	2015	General veterinary practice.
Sage Veterinary Alternatives 2330 NE Division St., Ste. 4 Bend, OR 97701	541-312-2360	541-317-9216	www.sagevet.com	Dr. Leslie McIntyre	3	2015	Chinese herbal medicine, therapeutic class IV laser, acupuncture, nutrition counseling & food therapy, animal chiropractic, homotoxicology & homeosiniatry, diagnostic ultrasound/echocardiography for dogs, cats & horses at Cinder Rock Veterinary on a non-emergent basis.
Sisters Veterinary Clinic, LLC 371 E. Cascade Ave., PO Box 1030 Sisters, OR 97759	541-549-6961	541-549-9262	www.sistersvetclinic.com sistersveterinaryclinic@gmail.com	Dr. Carl E. Berg, Dr. Kelly Barton	12	1976	Complete small animal medical & surgical facility with full care pet boarding availability, 24-hour emergency service. Specializing in preventive care.
Stride Canine Rehabilitation & Fitness Center 19550 Amber Meadow Dr., Ste. 107 Bend, OR 97702	541-241-6664	N/A	www.stridecaninerehab.com info@stridecaninerehab.com	Kristin Wolter, Janice McConnell	3	2008	Physical rehabilitation & conditioning for dogs.
Sunriver Veterinary Clinic 56825 Venture Ln., Ste. 102 Sunriver, OR 97707	541-593-8128	541-593-1573	sunrivervet.com info@sunrivervet.com	Wendy Merideth	9	1982	Companion animal full service medical & surgical hospital. Wellness & preventative care, canine & feline foods & supplements.
Terrebonne Veterinary Clinic 8485 N Hwy. 97 Terrebonne, OR 97760	541-923-0232	541-923-0877	www.facebook.com/Terrebonne-Veterinary-Clinic-196712663749716/ terrebonnevetclinic@gmail.com	Dr. Steve Myrin	6	1982	Large animal, equine, exotics, dog & cat veterinary clinic.
Tumalo Animal Hospital 19850 Fifth St. Bend, OR 97701	541-389-1540	541-389-3104	www.tumaloanimalhospital.com	Dr. Megan Kinnear, Dr. Martin Warbington	7	1982	Full service veterinary care, horses, farm animals, llamas, pets, thermographic imaging, low-cost spay/neuter programs & emphasis on equine breeding.
Westside Pet Hospital 133 SW Century Dr., Ste. 102 Bend, OR 97702	541-678-5440	541-706-9408	www.westsidepethospitalbend.com drshaw@westsidepethospitalbend.com	Dr. Scott D. Shaw	4	2012	Preventative care, puppy & kitten packages, diagnostic services, surgery, internal medicine, dermatology, ophthalmology, dentistry, microchipping radiology, holistic medicine, acupuncture, Chinese herbs, homeopathy, nutritional counseling & more.
Wickiup Animal Hospital 52407 Skidgel Rd. La Pine, OR 97739	541-536-9110	N/A	www.wickiupanimalhospital.com info@wickiupanimalhospital.com	Lindsey Bohard, DVM, cVA	4	2018	Small animals, dogs, cats, pocket pets

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@cascadebusnews.com.

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 LymesDisease, 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



PHOTO | PIXABAY

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.

bendveterinaryclinic.com



Need a veterinarian?

www.centraloregonvets.com



Healthy Adventures Await!

Bend's Best
VETERINARY CLINIC

Urgent Care • Open 7 Days

Doctors Byron Maas, Lauren Stayer, Erin Miller, Marie Stanley & Tabitha Johnston

bendveterinaryclinic.com • 382-0741

Itching to Get Away?

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



PHOTO | BY JOSH SORENSON

When times are “tough” — and even when they’re not, it’s always nice when you can save a dime or two. While many of us are itching to get away with our pet, others may have to due to a move, family matter or other obligation. Whatever the reason for travel, it doesn’t have to break the bank if you plan ahead and find the right accommodations for your budget.

There are some hotel chains that not only welcome pets chain-wide, but they also have low room rates and either no or low pet fees. This makes it much easier on the pocketbook as well as a simpler trip to plan.

Red Roof Inn

This pet-friendly chain offers reliable accommodations at over 550 convenient locations. They are known for great, reliable service. Spacious guest rooms include plush bedding, a desk workspace and chairs to lounge in. Even though it’s budget-friendly, Red Roof Inn offers some really nice amenities — including extended

cable package and free WiFi. Starting room rates come in at about \$60 per night and pets stay free of charge.

Motel 6

If you’re looking for clean, comfortable, reliable and no-frills pet-friendly accommodations, then Motel 6 may just be the ticket! They are America’s original pet-friendly chain and are located along major travel routes — making it super convenient for you and your pet to find a place to “hang your hat” no matter where your travels take you. Starting room rates land at about \$55 per night and pets stay for free.

My Place Hotels

Great value, comfort and convenience is what you will find at My Place Hotels. Their rooms and amenities are perfect for both long- and short-term stays. One of their more unique amenities is that you are able to customize your breakfast order upon check-in — they call it My Place Breakfast in Bed! This fast-growing pet-friendly hotel chain has locations across the United States — many of which boast nearby pet-friendly shops, hiking trails and other places to explore. My Place Hotels goes the extra mile for pet travelers by providing outdoor pet potty areas, complete with waste bags. Nightly room rates start at about \$70 and the pet fee is \$10/night.

La Quinta by Wyndham

This popular chain is a fan favorite of pet travelers and their people! One of the reasons is that La Quinta has a non-restrictive policy regarding four-legged guests, allowing up to two large pets (up to 80 lbs) at all but a handful of their locations. In addition, their thoughtful amenities keep their guests coming back. A stand-out is their free Bright Side Breakfast. Although pets are not allowed in the dining area, you can make him a plate of bacon and eggs to bring back to the room! La Quinta offers economical room rates starting at approximately \$70 and pets stay free at the majority of their locations — others charge a pet fee of \$10-\$20/night.

Studio 6

Extend your stay, not your budget at Studio 6. This extended-stay hotel chain is designed for travelers looking for a home away from home. Still, many guests book for short-term stays as well. You’ll find locations along highways, major business sectors and popular vacation destinations. So if you’re planning to roadtrip with your furkid, Studio 6 is a great option. Room rates start at around \$55/night and the pet fee is \$10/night with a maximum of \$50 per stay.

TripsWithPets.com

Our Pets

Continued from page 1

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.”

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 dogs can reduce 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.”

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 cooped 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 Chirp 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



MAUREEN HARRIS AND SOONER | PHOTO COURTESY OF MAUREEN HARRIS

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)

Maureen Harris, a reservation sales associate for Navis Technologies, is single and lives alone, and said her pets help her get through her days. “This is my first experience working from my home. Having

my animals with me provides a level of comfort that I wouldn’t have if they weren’t here,” said Harris, whose work involves providing vacation experiences for leisure travelers at hotels, resorts and vacation rentals throughout the U.S. and beyond. “Both are so well-behaved that most of the time I don’t even know they’re here, but all I have to do is look over at them and it warms my heart.”

Harris took in her Golden Retriever, Sooner, seven years ago. “He came to me from Heaven! I had just put down my 13-year-old Golden and was completely lost. A vet in Wyoming said to call this breeder and see if they had a dog that wasn’t quite as expensive, and it turns out that they had a 3-year-old neutered dog that wouldn’t bring in as much revenue.” She added, “He was trained as an Orvis hunting dog, and I soon found out that he was terribly gun shy and badly treated. I fell in love right away, and he’s been with me ever since. He’s my constant companion and best friend, and he’s filled my life with such joy.”

Harris also has a cat, Layder, who came to her as a kitten about three years ago. “Just like a cat, he could take me or leave me,” said Harris with a laugh. “There was, however, an instant connection to Sooner, and they’ve been best friends since day one. My cat is a hunter, no doubt, and isn’t shy of anything! Having my animals has made the difference between loneliness and contentment. I’m single, so sometimes I wish I had someone in my life to share my experiences with, but I never feel afraid or alone because my boys are here with me. I do have two wonderful children, but they are grown and have lives of their own.”

As is the case with many pet owners, Harris has a routine with her furry friends. “I interact with my boys all day. I work a split shift, so I start every morning with meditation in bed, and the kids have their daily wrestling match. Then I go to work until around noon, when the dog and I go for a long walk. I finish the afternoon/evening at work, and then it’s relaxing time. Every evening, the dog and I wrestle for a bit before heading to bed.” She added, “The thing that gets the most attention is when the cat joins us for a walk around the neighborhood. Sooner’s on a leash, and Layder just trots along behind us. He wouldn’t miss those neighborhood walks for anything. Life is a whole lot fuller with my four-legged kids, and I can’t imagine life without them!”

COVID & Separation Anxiety in Pets

by MICHAEL NANK — Trupanion

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.



PHOTO | PEXELS

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

Voted
"FAVORITE GOLF COURSE"
in Central Oregon



**Purchase a River's Edge Golf Pass for just \$59
and receive up to 38% off regular green fees!**

Golf Pass also includes participation in River's Edge Club events, as well as pro shop and golf lesson discounts.

**Annual unlimited play memberships
starting at \$1350**

Golf Digest "Best Places to Play" rated ★★★★★

RiversEdgeGolfBend.com
400 Pro Shop Drive, Bend, OR 97703 | 541-389-2828



**Every day...
Great for
playing with Fido.**



**Not for
irrigating.**

#GreatWaterGreatLife
waterwisetips.org



UTILITY DEPARTMENT

Even numbered addresses should irrigate on even dates.

Ba\$e Camp

Navigating Through the Financial Death Zone

by DAVID ROSELL — Rosell Wealth Management

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.

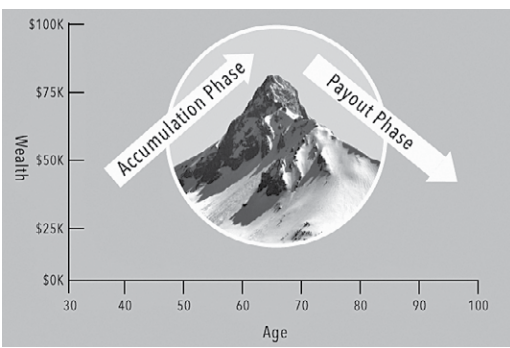
Reaching the summit is not an answer that experienced climbers, including Viesturs, would ever give when asked about their ultimate goal. You see, veteran climbers know that 80 percent of climbing accidents and deaths occur on the descent. At that point, most climbers are fatigued and dehydrated. The



DAVID ROSELL & ED VIESTURS, BEND, OR — 2014

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.



MT. WASHINGTON, CENTRAL OREGON

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 ►

Want to
subscribe to
Cascade Business
News E-Headlines?

Go to www.cascadebusnews.com
to sign up or send an email to
ads@cascadebusnews.com and
receive our twice weekly headline
news stories.

We Protect, You Prosper!™

Our Security Services:

☒ Nightly Mobile Business Patrols

☒ Burglary Alarm First Response

☒ Posted Officers at your Location

☒ Construction Watch Team

Your Total Assurances:

☒ Protecting \$1 Billion Locally

☒ Proof-of-Work Accountability

☒ The Most Local References

☒ Huge Patrol Coverage 6PM-6AM

☒ All-Wheel Drive Vehicles

☒ 26 Years of Business Excellence

Security PROS
INCORPORATED
★ Certified Security Professionals ★
Celebrating 26 Years
1994 2020

541-330-0404
541-548-1992

securityprosbend.com

WETTIG

CAPITAL MANAGEMENT

WHAT WE DO

INVESTMENT
MANAGEMENT

INSURANCE &
ANNUITIES

FINANCIAL
PLANNING

Whether you're 20 years or 20 days from retirement,
I specialize in Retirement Income planning and solutions.
Give me a call today to discuss your unique needs!

GET STARTED ON YOUR
FINANCIAL FUTURE TODAY

CALL 541-516-0923

7525 Falcon Crest Drive Ste. 208
Redmond, OR 97756

Ed Wettig, CFP®
20 Years Experience
ed@wettigcapital.com

www.wettigcapital.com

Wettig Capital Management is independent of Royal Alliance Associates, Inc. and not registered as
broker/dealer or investment advisor. *Securities investment advisory services offered through Royal
Alliance Associates, Inc. Member FINRA/SPIC and registered Investment Advisor



Sarah Hall

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.

Nicole Gautreau has recently joined **Stemach Design & Architecture** as an office manager. Gautreau graduated from University of Massachusetts-Dartmouth, Magna Cum Laude, with a bachelors of 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.



**Nicole
Gautreau**



**Ruth
Williamson**

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 Bend Park and Recreation District, was appointed to Bend 2030 on numerous committees for the City of Bend, the 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 Stolasz**, science and mathematics at **Ridgeview 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 in countless, innovative ways to ensure students are safe, healthy and engaged to reach their full potential. From rural to urban and kindergarten through 12th grade, this year's regional teachers exemplify best practices in teaching in a wide variety of settings across the state.

Oregon educators were identified through a regional application and selection process facilitated by local education Service districts. Applicants submitted testimonials and letters of support and were assessed on leadership, instructional expertise, commitment to equity, community involvement, understanding of

educational issues, professional development and vision by a diverse panel of regional representatives.

Each Regional Teacher of the Year will receive a \$500 award from the Oregon Lottery, and is automatically considered for the honor of 2021 Oregon Teacher of the Year, which will be announced this fall.



AVID CLASS OF 2020 | PHOTO COURTESY OF BEND-1-A-PINE SCHOOL DISTRICT

Bend-La Pine Schools' Class of 2020 includes a notable group: the district's first-ever graduates from the **Advancement Via Individual Determination** (AVID) program. The 20 students from La Pine High School are the first to complete the program, a national college and career readiness effort designed to support underrepresented students.

Next year, AVID will be available at La Pine Middle School, High Desert Middle School, Bend Tech Academy at Marshall High School and La Pine High School. Students must maintain a 2.0 GPA, take rigorous courses, maintain citizenship, have 90 percent attendance and complete community service projects each year.

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; JROTC; Boy Scouts; Multicultural Club; Superintendent's Student Advisory Team; GSA Club; My Future, My Choice; yearbook and forestry
- Fifteen students took AP or college-level classes
- 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.

“b” More _____.

☒

Productive...
With cutting-edge apps & features.

☒

Efficient...
With local tech support & onsite training.

☒

Economical...
Equipment plus services for one low monthly price.

Hosted

Managed VoIP by **BendTel**

i

Request more info:
(541) 389-4020 | BENDTEL.COM/BHOSTED

Silver Rail Elementary Awards Community 101 Grant to Bend-Redmond Habitat for Humanity

Silver Rail Elementary's Community 101 program, an effort of The Oregon Community Foundation and several local donors, recently awarded a grant of \$4,000 to Bend-Redmond Habitat for Humanity. The students, under the direction of teacher Kelli Hayes, selected Habitat for Humanity because their project supports a single mother and her child that are working through Habitat's affordable homeownership program. In addition to the grant, students and staff signed and decorated 2x4 studs that were placed inside the walls of the house.

Hayes, when reflecting on this year's award, said, "Because of the generosity of our donors, our school was given the opportunity to teach something not usually found in third-fifth grade curriculums. While children are naturally giving, as they grow older giving can become more complicated. This kind of opportunity and exposure then prepares them to understand the complexities of why giving is truly needed and necessary."

Bend-Redmond Habitat for Humanity's Development Manager, Mellissa Kamanya, said, "Thank you Oregon Community Foundation, Silver Rail Elementary staff and students and Kelli Hayes for selecting us as a recipient of the Community 101 grant. Your support is both literally and figuratively the foundation for the home of a hardworking single mother and her child. Thank you for making a huge impact in our community!"

C101 is a classroom-based program of The Oregon Community Foundation that gives students the opportunity to get involved in their communities through grant-making and volunteering. Each school donates up to \$5,000 in grants to local nonprofits. The students have worked hard to identify community needs and determine how best to meet those needs with limited resources.

A C101 class acts as a mini-foundation. The students receive grant-making funds, work to identify community needs, decide where to focus, and then implement a grant program. As part of the program, students participate in at least one service project, which brings them even closer to community issues. Many C101 classes are supported by generous local donors and businesses.

bendredmondhabitat.org • 541-385-5387 • youtu.be/S-MG4Afc3WU



KELLI HAYES STANDS IN THE SPONSORED HOME WITH STUDS DECORATED BY STUDENTS AND STAFF | PHOTO COURTESY OF BEND-REDMOND HABITAT FOR HUMANITY

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

Sign Up for CBN's Twice Weekly E-Headlines at CascadeBusNews.com

Businesses Serving Community

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.

"There is one constant in this pandemic 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 unprecedented needs."

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."

UMPQUA BANK

Nearly 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. Business owners there received more than 300 loans 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@cocc.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

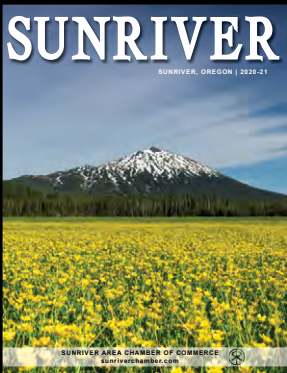
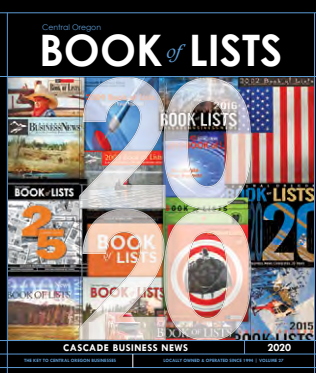
5pm EDCO Virtual PubTalk. Livestream at edcoinfo.com/edcoevents.

November 19

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

Cascade Publications Inc.

Cascade Business News • Cascade A&E • Book of Lists • Sunriver Magazine



- Cascade Publications providing Business News Since 1994
- Cascade A&E Oregon's Only Arts Magazine
- Book of Lists Marketing Tool for Central Oregon
- Sunriver Magazine Visitor's Guide and More



404 NE Norton • Bend, OR 97701 • 541-388-5665
email: cbn@cascadebusnews.com • www.cascadebusnews.com

Five Talent



We help companies build scalable, affordable solutions using today's most advanced cloud technologies.

CUSTOM SOFTWARE FOR THE DIGITAL AGE

- Ideation
- Proofs of Concept
- SaaS based applications
- Custom Mobile, IOT, and Enterprise apps
- Go to market strategies
- AWS Well-Architected best practices

CALL US TODAY

WE CAN HELP YOU GROW YOUR BUSINESS!

info@FiveTalent.com | 1.800.770.1868



CITY CLUB OF CENTRAL OREGON

Conversation Creates Community

JOIN THE CONVERSATION

Discover City Club of Central Oregon

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



WWW.CITYCLUBCO.ORG
ATTEND A FORM
follow us on FACEBOOK + TWITTER



Online access that helps you do your job.

When you become a member of PBX it connects you to the community.
Stay current on the industry and the jobs that you aspire to. Look to the future. Contact us today for membership information.

 541 389 0123	PO Box 6731 Bend, OR 97708	Plan Pick Up 63052 Layton Ave. #100 Bend, OR 97701	premierbx.com
---	---------------------------------------	--	----------------------

COMMERCIAL PERMITS WEEK ENDING 5-15-2020

City of Bend	
\$1,500,000.00	- Commercial (Glenwood Industrial) 12,488 sf. at 693 SE Glenwood Dr. Bend 97702 OR Owner: Rock Ridge Investments, LLC PO Box 890 Prineville, OR 97754 Builder: Empire Construction and Development 541-389-0070 Permit # 19-2021
\$1,440,000.00	- Multi-FD Alteration 18,811 sf. at 2320 NW Lakeside Pl. Bldg A Bend 97703 OR Owner: Lakeside Place, LLC 205 E 11th St. #200 Vancouver, WA 98660 Builder: Keeton King Contracting, LLC 541-923-0704 Permit # 20-0152
\$22,000.00	- Commercial Alteration (The Bulletin) 19,251 sf. at 320 SW Upper Terrace Dr. Bend 97702 OR Owner: 320 Bond, LLC 15 SW Colorado Ave. Ste #1 Bend, OR 97702 Builder: Kellcon, Inc. 541-312-4034 Permit # 20-1557
City of Redmond	
\$1,805,118.00	- Commercial 8,000 sf. at 2875 SW 13th St. Redmond 97756 OR Owner: J&A Northwest Properties, LLC PO Box 77610 Seattle, WA 98177 Builder: Baxter Builders, LLC 541-647-2595 Permit # 711-20-000770-STR
\$50,000.00	- Commercial 586 sf. at 2800 SW 23rd St. Redmond 97756 OR Owner: Gregory Johnson 660 Sundance Ridge Ct. Redmond, OR 97756 Builder: Aurora Builders, Inc. 541-390-5670 Permit # 711-20-000728-STR

COMMERCIAL PERMITS WEEK ENDING 5-22-2020

City of Bend	
\$100,000.00	- Commercial Alteration (Mt. View High School) at 2755 NE 27th St. Bend 97701 OR Owner: Administrative School District #1 520 NW Wall St. Bend, OR 97703 Builder: Cascade Civil Corp. 541-323-1717 Permit # 20-1587
\$61,440.00	- Commercial Alteration (Eclipse Engineering) 2,478 sf. at 365 NE Quimby Ave. Bend 97701 OR Owner: Steven & Linda Calavan Living 69672 Camp Polk Rd. Sisters, OR 97759 Builder: Rob Littleton, Inc. 541-280-1120 Permit # 20-0767
City of Redmond	
\$750,000.00	- Commercial (23rd Street Apartments) 5,356 sf. at 2800 SW 23rd St. Redmond 97756 OR Owner: Gregory Johnson 660 Sundance Ridge Ct. Redmond, OR 97756 Builder: Aurora Builders, Inc. 541-390-5670 Permit # 711-20-000487-STR
\$300,000.00	- Commercial 4,560 sf. at 222 SE 8th St. Redmond 97756 OR Owner: Bryan Giles PO Box 6498 Bend, OR 97708 Builder: Elite Roofing, LLC 541-526-5143 Permit # 711-20-000701-STR
Deschutes County	
\$20,000.00	- Commercial Alteration (AT&T Cell Tower) at 15123 Windigo Trl. Sisters 97759 OR Owner: Cascade Meadow Ranch Assoc. PO Box 687 Sisters, OR 97759 Builder: Crown Castle USA, Inc. 480-734-2428 Permit # 247-20-002722-STR

Ba\$e Camp

Continued from page 17

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 one faces on the financial descent and it is imperative to possess the financial ice axes and crampons required to overcome them. I share these eight risks in more detail in my free podcast, *Recession-Proof Your Retirement*.

In this day and age, however, too few will have the luxury of worrying about this risky financial descent from the top. Only 30 percent of climbers who attempt Everest ever reach its summit. Will this be a similar statistic when millennials reach retirement? Frighteningly, I believe that’s certainly a possibility.

You must first make it to the summit before you can descend. When it comes to our financial lives, this means creating a well-funded retirement. Just like mountaineering, unless we adequately plan and prepare for that retirement, we will not reach the top.

Every generation has had its own set of trials and adversities to conquer. However, today’s generation of young adults faces a uniquely challenging environment.

In the past, if you emulated the admirable examples of your parents and grandparents as they prepared for their years of retirement, your chance of achieving success was very high. Similarly, if you followed the step-by-step advice of the many how-to books on retirement, your chances of success were also quite strong.

So far, the 21st century has turned much of the traditional wisdom regarding

financial planning upside down simply because the rules of engagement have been completely rewritten. Gone are the days of pensions and defined benefit plans. Social Security has become Social *In*security. Student loans are now the second-largest debt class, behind only mortgages. And saving for retirement is a luxury that many just can’t afford. Can you imagine what it must be like for graduating seniors trying to enter the workforce during the pandemic and economic hardships upon us?

Launching into adulthood is never an easy task, but millennials have it pretty rough — at least compared with recent generations. But don’t give up. There’s hope.

Learning key financial lessons can provide you with the financial foundation that’s critical to financial success. Unfortunately, unlike in the past, I can’t guarantee or even assure you that the financial coaching contained in my books and many others will enable you to reach your lifestyle and retirement dreams in today’s new-fangled world. What I *can* pledge is that if you don’t learn, understand and implement the important concepts, your chances of reaching your monetary goals — or even being able to retire and cash in your fun coupons — are likely to shrink to the point where you could very well find yourself in the *financial death zone*.

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 iBooks 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.

Investment advisory services offered through Valmark Advisers, Inc. an SEC Registered Investment Advisor Securities offered through Valmark Securities, Inc. Member FINRA, SIPC 130 Springside Drive, Ste. 300 Akron, Ohio 44333-2431. 800-765-5201. Rosell Wealth Management is a separate entity from Valmark Securities, Inc. and Valmark Advisers, Inc.

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."

Jeff Martin, president of Cascade Publications, said that although the community has been the family-friendly vacation destination of choice for nearly half a century, thanks to significant investment by stakeholders and homeowners through the Sunriver Homeowners Association, this crown jewel of the high desert is experiencing a remarkable renaissance.

"We are especially proud to work closely with the Sunriver Chamber of Commerce

in presenting this magazine that markets Sunriver and its amenities in such a beautiful presentation," said Martin.

20,000 copies will be distributed throughout Oregon in visitor locations. It is now available all over Sunriver to pick up a copy.

Sunriver Chamber of Commerce
57195 Beaver Dr. 2 Country Mall, Ste. B
PO Box 3246, Sunriver OR 97707
sunriverchamber.com • 541-593-8149
info@sunriverchamber.com

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/bendorutility.

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.

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

Boys & Girls Clubs
Continued from page 3

supplies necessary to improve physical distancing and sanitization, developing enhanced safety and prevention protocols, reconfiguring physical space and rehiring 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, BGCB will only be able to serve 80-100 youth this summer and 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."

BGCB 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.

Due to the required protocols, the summer program will cost the organization nearly double per child served than the previous summer. Despite this financial burden, BGCB is committed to serving those who need them most during this difficult time.

Want to join them in doing whatever it takes to help youth? Visit bgcbend.org/get-involved/donate-now to make a contribution to their scholarship fund so that youth can access the program, regardless of ability to pay. For more information, contact Juliana Williams, jwilliams@bgcbend.org
bgcbend.org

Healing Reins
Continued from page 3

based and affordable equine-assisted therapies and activities that change the lives of those with special needs through the healing power of the horse.

To learn more about the open executive director position, send a resume or request for information to jobs@healingreins.org.

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, in-kind 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 **CASCADE BUSINESS NEWS**

2020 EDITORIAL CALENDAR

ISSUE DATE	SPECIAL SECTIONS	INDUSTRY LISTS
June 17 Deadline Jun 10	PRINEVILLE Profile	Employment Resources, Largest Employers, Office Supplies
July 1 Deadline Jun 24	SUNRIVER Profile/Summer Recreation Special	Travel Agencies, Athletic Clubs, Spas, Tour Companies, Mailing Services, Golf Courses
July 15 Deadline Jul 8		Engineers, Insurance Companies, Health Plan Companies
August 5 Deadline Jul 29		Internet Services, Computer Services, Education Services, Web Design & Digital Marketing
August 19 Deadline Aug 12	Women in Business	Largest Women-Owned Businesses, Moving/Storage, Auto Dealers, Trucking & Transportation, Auto Body Repair
September 2 Deadline Aug 26	Annual Healthcare	Asst'd. Living, Chiropractors, Dentists, Eye, Home Care, Hospitals, Physical Therapy, Physician Groups, Reconstructive Surgery, Audiologists, Emergency Transport, Acupuncture
September 16 Deadline Sept 9	Sisters Profile	Financial Planners, Stock Brokers
October 7 Deadline Sept 30	Nonprofit Profiles/Accomplished Under 40	Nonprofit Organizations, Accountants, Bookkeepers

Town & Country

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



Are You One of the Fastest Growing Companies in Central Oregon?

2020 CASCADE BUSINESS NEWS FASTEST 20

Become a part of this impressive group of companies by filling out the simple form at www.cascadebusnews.com or call 541-388-5665.

- » 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.

Deadline September 30, 2020.

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

PRESENTED BY



SPONSORED BY



EVENT SPONSOR

