**Made in Bend Tour Showcases Breadth of Product Creativity**

EDCO Outdoor Virtual Event Streams Videos Highlighting Local Companies' Craft

**Bend, Oregon**

*September 2, 2020 • VOLUME 27 • ISSUE 17*

3 Tools to Reduce COVID Spread in Community Healthcare Clinics

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**Learning How to Provide in the COVID Era**

Healthcare Providers Share Their Experiences

*by RONNI WILDE — CBN Reporter*

As we all settle into new routines surrounding the COVID pandemic, healthcare industry providers have had to pivot the way they do things — perhaps more than nearly anyone else. Telehealth, staggered appointment scheduling and a gamut of safety protocols are the new way of life for these hard-working professionals.

We at Cascade Business News checked in with a variety of providers across the health-care industry to see how — and what — they are doing during this unprecedented time (see pages 11, 18, 21, 29 and 33). This is but a sampling of the many types of businesses comprising the health-care world. In today's pandemic reality, many providers were just too busy to talk. After the mandatory business closures in March, many of them were forced to close their doors for a time, and are still racing the clock to try to catch up. Those who were able to break away for a few minutes and share information provided an overview of how they handled the shutdown, how they have stayed afloat and where they are now in the scheme of things.

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**Midtown Place**

A Vision for Energizing Redmond’s Mid-Town

*by JESSICA BIEL, Business Development Director — Pinnacle Architecture*

Workforce families in Central Oregon’s economy but struggle to provide for their families due to Central Oregon’s inflated housing rates. Midtown Place, developed by Housing Works, will provide stable housing for 47 families who earn 60 percent of Redmond’s median income. Part of the City’s Mid-Town Plan, this catalyst project aims to energize the area, connect the residential zone to the East and commercial area to the West, and create a sense of place. With a bold statement on NE Fifth Street, the exterior design reinforces the district’s historic art deco heritage and activates the street to begin creating a walkable area.

Designed for active families by Pinnacle Architecture, Midtown Place features efficient, open floorplans and patio/deck access extending the residents’ outdoor living space. Community rooms are located on the first and second floor, with plenty of room for educational classes or resident activities. The second floor community room opens to a spacious rooftop deck.

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A Vision Therapy Patient Wears The Required Mask During His Treatment | Photo Courtesy of Elemental Eyecare

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OUR DENTAL PRACTICE FINANCING WILL HAVE YOU SMILING

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The 2020 Bend Venture Conference Returns October 15-16

Tickets On Sale Now, Including Both In-Person & Virtual Options

Economic Development for Central Oregon (EDCO) will host the 17th Annual Bend Venture Conference (BVC) on Thursday, October 15 - Friday, October 16, 2020, both in-person and virtually. Tickets for the 17th Annual Bend Venture Conference are on sale now.

For the safety of those attending, the in-person conference will be spread out across multiple locations in Downtown Bend to allow for proper social distancing. Further details involving exact locations, speakers and agenda will be announced in the coming weeks.

BVC will also be live-streamed, expanding the reach of the conference outside of Bend’s physical borders, allowing for more people to participate in the event. The Bend Venture Conference is once again featuring three competition categories: Growth Stage, Impact and Early Stage. Over 80 companies from across the United States applied to present at this year’s conference. The due diligence process is underway, which will determine the companies that make it to the Tower Theatre stage, with semi-finalist and finalist announcements being released leading up to the event.

This celebration of entrepreneurship will showcase inspiring companies while bringing in educational opportunities and speakers from across the country utilizing a mix of in-person and virtual programming.

For updates on the event, visit bendvc.com.

Consumer Cellular Looking to Hire 150 Employees at Redmond Call Center

With unemployment numbers on the rise during the pandemic, Consumer Cellular is offering a virtual hiring opportunity.

Consumer Cellular, a cell phone provider, is now hiring 150 people to fill positions at the Redmond call center locations. Area call centers currently employ 293 people.

Due to the pandemic, the company is offering optional hybrid home and office weekly schedules and are taking candidates virtually. Since Consumer Cellular’s last recruitment, the company has added a $2.50 bonus for hours worked, which will be paid out every six months as a bonus. Applicants can apply through consumercellular.com/Careers.

Hybrid home and office schedule options include:
- Full-time employees — Three days at home, two days in the office
- Four ten-hour days — Three days at home, one day in the office
- Employees also have the option to work from the office full-time consumercellular.com

Renovations Begin on the Council on Aging of Central Oregon’s New Senior Services Center

The Council on Aging of Central Oregon has announced that they are underway with the first phase of the new Senior Services Center building renovations at 1036 NE 5th Street in Bend. Most recently, the building has housed Bend Community Center — a historic 8,750-square-foot building that has been part of the fabric of Bend for over six decades.

The Collective NWX Expands Coworking Footprint in NW Crossing

The nature of how and where people work has changed. But now more than ever, we are craving community and social interaction. For many, working from home has turned into the new normal for at least part of the work week. While this provides many benefits, a drawback is the feeling of isolation and a lack of social interaction with peer groups.

The Collective NWX is a community coworking office in the heart of NorthWest Crossing, providing a safe place to reconnect and inspire your best work. Whether your work requires the privacy of an office or you enjoy the open, collaborative feel of a community desk, The Collective NWX has a workspace to fit your needs.

Later this fall, The Collective NWX is excited to expand their footprint to like-new. 24 on site parking spaces.

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For updates on the event, visit bendvc.com.
BEND

◆ Community committees are a great way to get involved with City government. The City has a number of boards, committees, commissions and advisory groups that make recommendations to City Council, or City administrative staff. There are several openings right now:

Accessibility Advisory Committee
The City of Bend’s Accessibility Advisory Committee’s (COBAAC) purpose is to assist and advise the City on the most efficient and responsible means by which to make its programs, services, activities and facilities accessible to all of Bend’s residents and visitors. There are two openings; applications will be accepted until October 23.

Landmarks Commission
One new volunteer commissioner is needed to start immediately to serve on the Bend Landmarks Commission. Candidates for the Bend Landmarks Commission are required to be a community member residing within the Bend Urban Growth Boundary with an interest in architecture, history, architectural history, planning, prehistoric and historic archaeology, folklore, cultural anthropology, curation, conservation, landscape architecture or related disciplines. Commissioners will be appointed by the Mayor for the remainder of a term expiring on January 1, 2022.

Applications will be accepted until 5pm on October 1, 2020.

Economic Development Advisory Board
The City of Bend is seeking interested residents to fill two three-year appointments and one one-year alternate position on the Bend Economic Development Advisory Board (BEDAB). Applicants must reside within Bend city limits and represent a key industry located within the city.

The BEDAB provides a private sector perspective in advising the Bend City Council on topics related to business development and economic growth. The Board is also charged with aiding in the organization of City economic development resources, facilitating entrepreneurial support between community organizations and oversight of existing City agreements with EDCO and Visit Bend.

The BEDAB’s work is guided by a three-year strategic plan. The Board is in the process of revising this plan in response to the economic fallout of the coronavirus pandemic.

Committee members are appointed for three-year terms. The BEDAB meets at least once monthly for two hours, and applicants should be able to accommodate attending these meetings, often during business hours. All BEDAB meetings are currently being held remotely to abide by social distancing guidelines.

Applications will be accepted until 5pm on Friday, September 18, 2020. bendoregon.gov/committees

REDMOND

◆ As part of continued pandemic relief efforts, the City of Redmond and the Redmond Chamber of Commerce have partnered to award $67,667 in small business grants to Redmond businesses. A total of 22 Redmond businesses were awarded grants, with the grants ranging from $2,500 - $7,500. All of the businesses who received funding were businesses who had not received any previous funding assistance, including Redmond Learning Center and Child Care, Salon J and the Shabbie Attic. Finding ways to keep Redmond’s small businesses thriving throughout the pandemic has remained a priority for the City and the Chamber, and the intent of these funds is to support businesses who have not received previous assistance.

The Central Oregon Small Business Emergency Grant program was funded in part with State of Oregon General Funds and Lottery Funds administered by the Oregon Business Development Department. Partners from across the region contributed local funds, including Deschutes County, Jefferson County, City of Madras, the Crook County Small Business Task Force and the Oregon Community Foundation. Across Central Oregon, a total of 145 businesses have received grants so far. In all, the grants total $400,603.51.

With approximately $250,000 still available, COIC re-opened the application process on August 17 on a first-come, first-served basis starting Monday, August 17 until these funds are fully expended. Small businesses and nonprofits located anywhere in the tri-county region are encouraged to apply by visiting coic.org/grant.

Eligible businesses and nonprofits must have 25 or fewer employees as of February 2020, cannot have received any federal CARES Act funding at the time of their application, and must have been either categorically closed by the Governor of Oregon’s Executive Order No. 20-12 or able to demonstrate a loss of at least 50 percent of revenue in either March or April 2020. Applicants can review eligibility requirements and program guidelines in detail at coic.org/grant.

DESCHUTES COUNTY

◆ Deschutes County invites Terrebonne residents to participate in a community conversation on how to best meet Terrebonne’s wastewater needs. The Terrebonne Wastewater Feasibility Study will explore potential sewer solutions in the unincorporated community boundary. Community members are encouraged to learn about the study and provide important survey feedback at online-voice.net/terrebonne through Friday, September 25.

Every day...
Great for playing with Fido.

Not for irrigating.

#GreatWaterGreatLife
waterwisetips.org
I have performed many appraisals to prepare a business for sale, as well as appraisals for potential investors assessing a business's value and earnings potential. No matter the type of business or industry, there are several aspects I have seen that make a business more attractive to a potential buyer. Here are tips, along with suggested resources to call upon for each category.

**Organized Financials** — It is much easier for a potential purchaser to understand the business with an easy-to-follow chart of accounts, regularly prepared balance sheets, income statements and cash-flow statements, along with supporting entries and/or documentation. Think of the phrase, “follow the money.” Can someone easily trace what was spent in order to produce the resulting income?

Are financial statements prepared regularly? Audited financial statements are the most reliable, but many businesses have their financials reviewed by an outside accounting firm. If you are considering selling your business or preparing it for transition, I highly recommend having the financials reviewed by an accounting firm at least annually.

**Resources:** Accountant, CPA, industry specialist / consultant

**Management Reports** — How do owners and managers keep tabs on the activities of their organization? What reports do you review daily, weekly, monthly, quarterly and annually? Would these reports give an outsider a strong understanding of how this business runs? Are there some modifications that could turn these internal management reports into a source of promotion to a potential investor? Present your company’s key performance indicators (KPIs) vs. standard industry KPIs to highlight the company’s strengths.

**Resources:** Industry specialist / consultant / business broker

**Legal Organization** — Is the firm set up in the most advantageous manner for tax and legal purposes? Some tax strategies work well for ongoing operations but might present tax burdens upon a sale. Planning ahead is imperative, as these types of changes take time.

**Resources:** Attorney, CPA, commercial real estate broker

**Specialty** — Is there something about your business that is unique and gives it a competitive edge? Figure out a way to define it, track it, compare it to the industry and show that your company is the best. Some examples could include:

- **Customer service** — Online reviews, stars, ratings, CSI
- **Speed** — Delivery times, order completion times, turnover
- **Attention to detail** — number of returns, line items per ticket
- **Sales** — number of sales, volume of sales, repeat customers, number of orders
- **Margins** — margins tracked over time vs. the industry. If you consistently meet or exceed industry margins, that is a very compelling reason to purchase your business and can increase the sales price.
- **Team** — online reviews that mention specific team members, certifications, internal awards, external or industry awards, special training, presentations, published articles, patents

**Resources:** Industry specialist / consultant / peer groups / industry organizations / publications

**Clear Path** — Consider your company from a purchaser’s point of view. How can you make it easy to buy? How can you build a clear picture of what they can expect and what steps they will need to take? Are processes documented? Is there a procedures manual in place? Are critical records organized and backed up? Can you build a list of helpful resources? These could be critical for an investor, especially one new to your industry.

You as the seller also need a clear path. If you built this business from scratch and invested years of blood, sweat and tears, the business is almost your “baby.” You need to have a clear vision of what you are going to do next. What does this have to do with making your business more attractive? They buyer needs to see that you have a positive reason for selling, that you have something to look forward to. If they get the impression that the business has worn you down and you are too exhausted to go on, they may reconsider the purchase.

**Resources:** Financial planner / retirement specialist / friends and family / social organizations

An appraisal helps you assess these areas, clarifies what drives the value of your business and highlights what can be done to increase that value. We are here to help as a part of your team of qualified advisors. We offer a free, confidential consultation to address your questions. For more information, please contact me at Cascade Valuation Services, 303-994-6919.

DealershipValuations.com
allergens (gluten/wheat, dairy, peanut, tree nut, soy, egg, fish and shellfish) in a dedicated facility in Bend, which continues to grow apace with the addition of production machinery to increase productivity.

The company’s products can now be found in the fresh bakery departments of retail grocers across the Western United States, and increasingly further afield, together with a growing area of supplying K-12 school systems nationwide.

The Williams’ know first-hand what it is like to deal with severe food allergies, with Chell having had to administer epinephrine shots multiple times when Becca was going into anaphylactic shock due to her dairy allergy. She developed a life-threatening allergic reaction to dairy in addition to a severe gluten intolerance after the birth of their fourth child.

Becca Williams said of the company’s initial inspiration, “When a nephew of ours was diagnosed as a toddler with peanut and tree nut allergies — and we saw his disappointment at not being able to eat grandma’s cookies along with other kids at a Christmas celebration — we realized there were few pre-made foods that the entire family could eat safely together.

“We quickly discovered that many other families were navigating life with multiple food allergies and sensitivities. And as we looked at what was available in trying to fulfill our family's needs and found that there were at best mediocre offerings, we saw a hole in the market which we could fill by offering a gourmet, fresh-baked option.”

She observed that making foods without allergens is not without its challenges and when the company began, in 2013, it took several months to source dessert ingredients that were not cross contaminated with wheat.

Williams added, “As many as 15 million people in the United States suffer from food allergies, and nearly one third of U.S. adults follow a restricted diet because of food intolerances.

“For many families, enjoying celebration foods like cupcakes and cookies as well as healthful snacks is a challenge, and we are proud to provide safe products for people with multiple food allergies and intolerances.”

Next on deck for the virtual tour rotation was Argonaut Cycles, an independent frame builder founded some 12 years ago by Ben Farver, known for using the highest quality materials and hand crafting some of the world’s finest rider-customized carbon road bikes from its base in Bend’s NorthWest Crossing.

With the ability for geometry and “layup” patterns to be tailored specifically to the individual cyclist and a total weight typically coming in under 16 lbs., Argonaut bicycles are universally praised for fantastically fast, precise handling and overall quality.

The company’s line has received multiple awards and accolades within Made in Bend Tour
(Continued from page 1)
the industry, with one reviewer from Cyclist Mag raving, “I feel the Argonaut just has an extra modicum of tailored refinement that elevates it above anything I’ve tested.”

Sections of the frames are molded in single pieces before being bonded all together in a process that attunes to certain identified characteristics and involving over 80 man-hours per unit.

With investment in latest techniques, including patent-pending molding technology, CNC machinery and a 3-D printer, Farver is proud of the resulting vertical integration which allows the complete production process to be undertaken in-house.

He said, “Our Composite facility here in Bend is both workshop and showroom. This is where raw material is wheeled in and where completed bikes roll out.

“It’s the culmination of a huge effort to build off of our original Space Bike and bring all of Argonaut composite production under one roof.

“There is a lot of technical, space-age sort of stuff going on inside our bikes. But it’s all directed at one singular goal: to give the individual rider the best riding-bike possible.”

Farver actually started his bike building career working with steel in 2007, but his quest for more performance eventually led him to the almost limitless potential for customization by using carbon, with the ability for every Argonaut to be unique to the individual owner.

Bikes like the balanced, lively, Argonaut RM3 are available in both pre-designed and fully customized frame geometries, with prices ranging from $6,000 to around $15,000 for top of the line products, with Farver adding, "Your custom bike should fit like a glove from day one.

“Long story short, making a carbon fiber bicycle frame with a deliberate, specific layup schedule throughout is a giant undertaking, and creating custom layup schedules (and patterns!) even more so. But it’s totally worth it. The juice is absolutely worth the squeeze. No other way is it possible to make a bicycle with this kind of ride quality. That is, a bike that is an absolute joy to ride."

Rounding out the line-up was Sullivan Glove Co., one of the last remaining U.S. glove makers, which holds true to its original commitment of enduring craftsmanship from its base in SE Bend.

The company sources American Grade-A hides in deer, elk, buffalo, goat, sheep, pig and cow, with leathers cut using decades old, form fitting patterns that give each pair minimal seams for more comfort and less points of failure and very pair hand sewn.

Its history actually stretches back to 1941, when Edward Sullivan began making gloves for shipbuilders during war time.

When the war was over he relocated the company to Bend because of the plentiful availability of deer hides (originally the company served as a hide house that would take in hides from local hunters to be tanned and made into gloves).

Sullivan is know for top quality products in the motorcycle, roper, dress and work categories — including the Wildland Fire Glove developed and still used by the U.S. Forest Service helicopter rappel crews, featuring cowhide with split cow reinforced palm and fingers — and new ownership is working hard to preserve and build on the tradition of American glove making.

A company spokesman added, "With top grade materials, expert craftsmanship and form-fitting patterns, we make the best gloves you’ll ever own. Sullivan Gloves are hand-crafted in Bend using the same attention to detail since 1941.

“We have worked hard behind the scenes for decades crafting high-quality, private label gloves alongside our own, and are passionate about getting Sullivan gloves in front of a new generation.”

edcoinfo.com
Is Personal Accountability Vital to Your Success?

by ANN GOLDEN EGGLE, MCC

The importance of accountability is explored often when working with leaders and executives. Accountability is multifaceted in that it can be a goal, an ethical issue or a source of disillusionment when companies do not hold it as a top priority. The result is to close doors permanently. Tens of thousands of small-business hotel owners are facing foreclosure with the harsh reality of having can’t afford to pay their commercial mortgages and can’t keep their doors open in exchange for a preferred equity interest in the property. The hotel industry is facing a historic wave of foreclosures.

A new national report shows that the hotel industry is facing a historic number of foreclosures as the COVID-19 pandemic continues to devastate small-business hotel owners and their workforce. Since the beginning of the pandemic, the industry has seen a historic number of delinquencies and is the most heavily hit sector of the commercial mortgage-backed securities (CMBS) market. The report, compiled by Trepp, shows that the percentage of hotel loans that were 30 or more days delinquent at the end of 2019 was 1.3 percent.

Many hotel owners report that their mortgage servicers are working with them to find solutions, but the loan balances are too large for many hotels to refinance. The financial assistance through the CARES Act Economic Stabilization Fund.

Another issue is that the pandemic has caused a significant reduction in travel demand, which has had a negative impact on the hotel industry. Many hotels have had to lay off or furlough employees, and some have had to permanently close.

In the letter sent to Congress today, nearly 4,000 hotel industry leaders implored Congress to swiftly enact the HOPE Act, bipartisan legislation introduced by Representatives Van Taylor (R-Texas), Al Lawson (D-Fla.) and Andy Barr (R-Ky.), intended to provide assistance to small businesses that operate in the ailing commercial real estate market. Hotel industry leaders send urgent letter to Congress urging immediate action to help keep hotel doors open.

Hotel Industry Facing Historic Wave of Foreclosures

Nearly one out of every four hotel CMBS loans is delinquent on payment. Industry leaders send urgent letter to Congress urging passage of the HOPE Act to keep hotel doors open.

In taking on personal accountability one seeks solutions when problems arise, rather than focusing on the problem or who created it. This not only prevents the situation from getting worse, but it stops costs and delays from escalating.

“With record low travel demand, thousands of hotels can’t afford to pay their commercial mortgages and are facing foreclosure with the harsh reality of having to close their doors permanently. Tens of thousands of hotel employees will lose their jobs and small business industries that depend on these hotels to drive local tourism and economic activity will likely face a similar fate,” stated Chip Rogers, president and CEO of the American Hotel & Lodging Association (AHLA). “The hotel industry strongly supports the HOPE Act to give struggling small business hotels an opportunity to keep their doors open and avoid foreclosure. We urge the immediate passage of this legislation so America’s hoteliers are responsible for millions of jobs in communities across the nation, but unless Congress acts, there may not be businesses left for those workers to return to at the end of this pandemic. We are optimistic that the HOPE Act will help hoteliers to address the debt crisis facing the lodging industry, and save good American jobs and small businesses.”

“Our hotel industry has been devastated by the effects of COVID-19. The financial assistance through the HOPE Act is essential in helping provide hotel owners with real relief that addresses the needs of small businesses with commercial real estate assets,” said Cecil Staton, president and CEO of AAOHA. “Hoteliers are responsible for millions of jobs in communities across the nation, but unless Congress acts, there may not be businesses left for those workers to return to at the end of this pandemic. We are optimistic that the HOPE Act will help hoteliers to address the debt crisis facing the lodging industry, and save good American jobs and small businesses.”

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“The economic fallout from the COVID-19 pandemic is decimating the travel and tourism sector, especially small businesses. We are optimistic that the HOPE Act will help hoteliers to address the debt crisis facing the lodging industry, and save good American jobs and small businesses.”

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Dr. Mastrangelo is an expert in the surgical treatment of hernias, from common to complex.

He is fellowship trained in minimally invasive techniques including traditional, laparoscopic, and robotic surgery.

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<td>2003</td>
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<tr>
<td>Bend Surgery Center</td>
<td>541-383-2012</td>
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<td><a href="mailto:info@benddermatology.com">info@benddermatology.com</a></td>
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<td>Prineville, OR 97754</td>
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<td>541-475-3503</td>
<td><a href="http://www.madrasmedicalgroup.com">www.madrasmedicalgroup.com</a></td>
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**Gastroenterology of Central Oregon**
- Provider: Dr. Meryl Sundy, MD
- DO Year: 2003
- Staff: 6
- DO Est.: 2003
- Patients: 100-200
- Services: Gastroenterology, liver disease, gi endoscopy, therapeutic, diagnostic, advanced procedures.

**Bend Urology Associates, LLC**
- Provider: Patricia Parker, MD
- DO Year: 2003
- Staff: 6
- DO Est.: 2003
- Patients: 100-200
- Services: Urology, Stone disease.

**Bend Surgery Center**
- Provider: Patricia Parker, MD
- DO Year: 2003
- Staff: 6
- DO Est.: 2003
- Patients: 100-200
- Services: General surgery, neurosurgery, plastic surgery, vascular surgery.

**Cascade Direct Care**
- Provider: Patricia Parker, MD
- DO Year: 2003
- Staff: 6
- DO Est.: 2003
- Patients: 100-200
- Services: Primary care, family medicine.

**Prineville, OR 97754**
- Provider: Patricia Parker, MD
- DO Year: 2003
- Staff: 6
- DO Est.: 2003
- Patients: 100-200
- Services: Primary care, family medicine.

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Massage Therapy, Nutrition, Wellness
Surviving the Pandemic by Reimagining How to Conduct Business

by RONNI WILDE — CBN Reporter

At Synergy Health & Wellness, Founder RanDee Anshutz says that her team — which comprises licensed massage therapists, registered dietitian nutritionists and diabetes educators — has survived the pandemic by getting “very creative” and by reimagining how they conduct business. “In March during the shutdown, we closed all in-person operations. Massage was completely put on hold, and all nutrition and diabetes services took to telehealth,” said Anshutz. “We had not previously been doing that, so we had to figure out how to do it in a week. During the shutdown, I was talking with other providers around the country about what they were doing for COVID precautions, and we rolled out a plan for our clinic accordingly.” Because the staff at Synergy quickly reverted to telehealth, Anshutz said the nutrition and diabetes service lines almost never skipped a beat and have stayed at capacity since the start of the outbreak.

“I’m fortunate, I have worked in health-care for 24 years, so I have used that experience to move us forward,” she said. “We also have a nurse on staff, so she and I were putting our heads together to come up with a plan.” Synergy reopened on June 1 — two weeks later than they were allowed to — in order to make sure the hospitals had the needed PPEs and that they were completely ready. “We waited two weeks because we didn’t want to compete with the hospitals for supplies, and to make sure the staff was trained and ready, that we had all the supplies we needed and that everyone felt comfortable.”

Since reopening, the staff staggered the schedule to make sure there are a minimum number of people in the clinic at a time. “As a result of this, massage is running lower than capacity, at about 70 percent of what it was,” Anshutz said. “But nutrition is at 120 percent. We’ve never been so busy.” She added, “I think there are several reasons for this. People love telehealth, because it’s easier to fit it into their schedules, and, unfortunately, because of the stress of COVID, people are really struggling with their relationship to food right now. Also, maybe people just finally have the time to address their concerns around their worries about weight, food and nutrition.”

In order to accommodate the increased demand, Synergy opened a location in Redmond on August 1 for nutrition and diabetes services, and has added another dietitian onto the team to help with the larger client load. “We are offering some in-person appointments for those who don’t have a computer, or if telehealth isn’t right for them. This felt really wild to be expanding during the time of COVID, but it’s about getting the patients and providers spread out to decrease the number of contacts in the building at one time. It felt right to do this even though it was risky at this time.”

Another program that was put on hold due to COVID is the WalkStrong 5k training program. “We are partnered with FootZone on these offerings and, like them, we have put these programs on hold until we can safely have groups together again.” She added, “Our athletes are missing this program! We hear from them regularly that they are eager to return, as are we, but not until we can safely do so.”

Anshutz said the silver lining she sees in this strange season of change is the unexpected success of telehealth. “We are seeing how well telehealth is taking off. It’s giving patients access to us who would not otherwise have had access. We are all amazed. It’s worked out so beautiful, because as a whole, it’s balanced out the areas where we saw a dip in business.”

The drop in massage therapy is the most challenging aspect of this time, she said, because maintaining safety is their top priority. “We are just really having to reimage how we do things, especially with massage therapy. We reopened to massage in June, but there was not a ton of support for the massage industry in terms of how to move forward. We are trying to get back up to capacity to help that part of the business survive.” Anshutz said they are looking at doing massage therapy outside, or offering outdoor chair massage at corporate facilities. “Historically, three days a week, we were going into businesses to do massages, but all of that is still on hold. It’s just not safe to have staff going into businesses like that,” she explained. “So we are looking at where to go from here. Maybe we can go to businesses and set up outside. We are starting the process of talking to companies. We are getting really creative and just figuring it out.”

Now that Synergy has been back up and running for three months, Anshutz said the staff has developed a flow and has settled into the new routine of PPEs, screenings and other protocols. “We had to reimagine how we do things almost overnight, but now we are in a pretty good routine of it, though the staff would love to be done with it,” she said with a laugh.

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### Hospitals (Listed Alphabetically)

<table>
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<td>541-730-8200</td>
<td>541-383-4840</td>
<td><a href="http://www.stcharleshealthsystem.org">www.stcharleshealthsystem.org</a></td>
<td>Dr. Robert Williams</td>
<td>430</td>
<td>1967</td>
<td>1,800</td>
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<td>541-447-6294</td>
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<td><a href="http://www.thecenteroregon.com">www.thecenteroregon.com</a></td>
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<td>541-549-8180</td>
<td>541-532-4934</td>
<td><a href="http://www.stcharleshealthsystem.org">www.stcharleshealthsystem.org</a></td>
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### Emergency Transportation (Listed Alphabetically)

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### Physician Groups & Clinics (Listed Alphabetically)

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<th>CO Year Est.</th>
<th>Area Served</th>
<th>Services</th>
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</thead>
</table>

CBA has every effort 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.
No Ocean, No Problem
How to Safely Shred Bend’s River Wave

A surfing lineup in Bend looks a little different than at the ocean. Instead of sitting on their boards in the water and waiting for a wave to build and paddle into, wetsuit-clad river surfers clutch their boards and stand in line for their turn on a manmade river wave.

The novelty wave is located in the Bend Whitewater Park at the Deschutes River near the Old Mill District. River surfing is popular among ocean surfers, but offers a different experience due in part to wave mechanics.

“In the ocean, the energy of the wave is pushing you toward the beach, whereas with the river wave the water is moving toward you,” explained Tim Gross, a seasoned river and ocean surfer and physical therapist at Rebound’s East Bend Clinic. “There’s definitely a learning curve going from ocean to river surfing,” he added.

While riding a wave can be exhilarating, any form of surfing has its inherent dangers. Before attempting to surf the river wave, it’s important to be prepared for the demands — and risks — of the sport. “From a safety standpoint, river surfers need to know how to move in the water — to propel themselves out of the current and back to shore,” explained Gross. “Being a confident swimmer is crucial.”

Water conditions (whether the river is at high, medium or low flow) also affect safety. “You’re much more likely to get injured when the flow is low because the water is shallow,” Gross said. He recommends wearing a helmet in case of impact against the concrete sides and bottom of the wave or one’s own surfboard.

River surfers should also exercise caution if they choose to wear an ankle leash, as they can get caught on rocks and other debris in the water, noted Gross. He suggests wearing a waist leash with a quick release on the body as a safer alternative.

Traumatic injuries are also a risk, said Gross, and knowing how to fall safely is key. Visits to an orthopedic specialist or urgent care provider due to river surfing injuries are not uncommon; landing on a stiff outstretched arm can lead to hand, wrist and shoulder injuries. Staying physically fit and maintaining good balance through dryland exercises can lessen the likelihood of injury from a fall, Gross added.

Overuse injuries to the low back, hips and knees are also common in those who frequent the wave. “Surfing is a very asymmetrical sport, with most surfers always leading with the same foot,” explained Gross. “The mechanics of how you shift weight from one foot to the other will affect how you’re stressing your spine, hips and knees.”

For chronic injuries, “The most important thing is to identify what is causing that injury in the first place,” said Gross. A physical therapist can screen patients for underlying issues such as muscle weakness (patients with preexisting orthopedic conditions should consult a medical professional before river surfing).

Physical therapists can help surfers regain the mobility, strength, balance, coordination and safety needed to master the river wave pain-free.

Balance and coordination also come in handy before and after surfing. “Sometimes the hardest part is getting in and out of the wetsuit,” said Gross with a smile.

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reboundoregon.com
by CARRIE MACK, Community Engagement Manager — High Desert Food & Farm Alliance

HDFFA’s Harvest Dinner Box Fundraiser is October 2

The High Desert Food & Farm Alliance (HDFFA) is transforming their Fresh Harvest Kits into delicious take-home meals with specially procured local ingredients from regional farmers, ranchers and food businesses. You can choose from a ready-to-make meal kit or take it up a notch and order a fully prepared meal by Thor Erickson from the Cascade Culinary Institute — both available now for pre-order. This mostly virtual fundraiser highlights deliciously grown, raised and crafted foods available from area producers and food businesses.

Each meal kit is specially designed by HDFFA and includes an appetizer, main course, side dish, seasoning, a drink and a dessert. Chef Erickson will be tantalizing taste buds with a special meal made in the Cascade Culinary Institute’s food truck. Purchase either meal option online at HDFFA’s Store by September 21. On October 2, folks can pick up their order at the COCC Cascade Culinary Institute, where HDFFA will deliver everything to you in your car! More event details are available at hdffa.org/harvestbox.

HDFFA supports Central Oregon’s community of farmers, ranchers and food businesses to provide local food. They help make this food accessible for everyone with a focus on underserved residents.

Proceeds from this event will benefit HDFFA’s Food Access Program, including Fresh Harvest Kits; a ready-to-make meal kit that pairs fresh vegetables with pantry staples along with a recipe to create a nutritious and delicious meal on a budget. HDFFA collaborates with local farms and hunger relief agencies to offer these kits at regional food pantries.

Last year, HDFFA provided 1,173 Fresh Harvest Kits to a record number of area hunger relief agencies, increasing availability of fresh produce by 2000+ pounds to pantry clients. This fundraiser takes that meal kit model and allows us to showcase many of the amazing partners we work with while also raising awareness and funding for our food access programs. We hope this event further connects our community to local food in a safe and interactive way,” said Carrie Mack, HDFFA community engagement manager.

This event is sponsored in part by HydroFlask. Ingredients are being sourced from Jackson’s Corner, Nanci’s, Miyagi Ramen, Savory Spice Shop, Root Cellar Bend, Zajac Farms, Golden Eagle Organics, Blissful Spoon, Vaquero Valley Ranch, Deschutes Gourmet Mushrooms and more. Beverage options include an El Sancho craft cocktail, Mecca Grade Estate Malt beer and Compassion Kombucha.

HDFFA’s Harvest Dinner Box Fundraiser is October 2

Rimrock Trails Treatment Services Celebrates 30 Years

In 1990, Rimrock Trails began operations as a nonprofit adolescent residential substance use treatment program at the Prineville Pioneer Memorial Hospital. Four years later, the organization acquired property on 9th Street in Prineville and in 1998, a second building was constructed on the property to house outpatient services, administrative offices, classrooms, indoor rock climbing wall, a gym and a weight room.

The residential treatment program is one of only five in the State of Oregon adolescent treatment program, they now operate comprehensive mental health and substance abuse counseling clinics in Bend, Redmond and Prineville serving both youth and adults. Most recently they expanded to include telehealth psychiatry and specialty mental health services for very young children ages 0-5 and their families.

“We are honored and humbled that for thirty years the Central Oregon community has allowed us to serve the mental health and substance use needs of the most underserved and vulnerable individuals and families in the area. The community support allows us to create a foundation of healing, strengthen family connections and offer hope for a brighter future. Thank you, Central Oregon,” said Michelle Duff, Community Relations Manager.

To recognize the event, throughout the month of September, Rimrock Trails will hold a virtual Birthday Party Fundraiser on their Facebook page, facebook.com/RimrockTrails. Advocates and supporters are welcome and encouraged to help Rimrock Trails celebrate by making a one-time birthday gift of $30 or become a member of the Rimrock Royalty Club, the organization’s monthly giving program. rimrocktrails.org

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Three Tools to Reduce COVID Spread in Community Healthcare Clinics

by BRIANA MANFRASS, Associate Principal, Interior Designer — Pinnacle Architecture

It’s been six months since the first case of COVID was reported in Oregon. We’re all realizing that things are not going “back to normal” any time soon. For community clinics, changes are being made to resume regular operations while reducing the spread of pathogens in the built environment: both procedural changes and physical changes. The following three tools are critical in healthcare clinics but can also be applied in other building types from office buildings to retail establishments.

Clear Signage

In addition to communication before an appointment, patients approaching the building need strong visual aids. In the architecture world, it’s called environmental graphics. Large, clear graphics and bilingual text should communicate the steps they need to take before entering the building and what to expect. Based on the volume of visitors, having a staff member conduct check-in outside may work better for some clinics. Visual cues both on the ground and at eye level help reinforce the message. The graphics should extend into the building, look consistent and guide the visitor through their entire visit. An architect or graphic designer can help integrate additional signage into your building to eliminate visual clutter and provide clear messaging for visitors and staff.

Separation of Spaces

In community health clinic design, large open lobbies create a welcoming environment. Today, the definition of a welcoming space has changed considerably. It must feel safe and sterile while still being comfortable. Dividing up a lobby with temporary walls creates a separation of areas. For example, in the before and after lobby plan of a community healthcare clinic below, two walls were added to allow for a pop-up check-in counter with acrylic “sneeze” guard and confined waiting space. Any patients with COVID symptoms would immediately go to a separate entrance.

Also, chairs were removed to allow for social distancing. All extra décor, magazines and children’s play space were removed for easy cleaning and reducing touched surfaces. Take home COVID educational coloring books handed out at the check-in area will keep kids entertained.

Establish a One-Way Flow

Mapping the patient and staff workflow is the first step in establishing one-way flows. Creating clear directional paths for patients coming in and out of a clinic helps to maintain social distancing. Proper marking with signage and graphic floor symbols helps communicate that flow. If separate entrances and exits are possible, it provides better flow to limit or eliminate interactions between patients.

The world is changing, and we must continue to adapt. These are unprecedented times, but we know from history that challenges can spur innovation. Our staff is continuing to brainstorm and explore how our environments will continue to evolve (e.g., convert unused office buildings into shopping malls for expansion of health care spaces or converting open workspace and lobbies into smaller enclosed spaces with media for teleconferencing). We’ll continue to share our ideas. Until then, feel free to reach out with any questions or ideas to explore together!

Briana Manfrass is an associate principal and interior designer with Pinnacle Architecture. Briana earned an Evidence-Based Design Accreditation and Certification (EDAC) from The Center for Health Design whose mission is to transform healthcare environments through design research, education and advocacy. She’s successfully applied her knowledge to a variety of project types from healthcare to senior living facilities. Briana can be reached at Briana@parch.biz or 541-388-9897.

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Five Tips for Staying Active During a Pandemic

by MELANIE HERRON

When COVID first began closing the doors of Central Oregon businesses in March, we never imagined how difficult it would be to assimilate. Yet here we are. We were actively trying to make lemonade out of lemons.

We live in Central Oregon for the fantastic lifestyle it provides. The abundance of recreation at our fingertips draws tourists from across the globe. But we are also creatures of habit. We like our routines — especially when it comes to exercise. While we don’t know the future, as we near fall, it is critical to consider how to stay active in this new world.

Physical activity is one of the most important things you can do for your health. It reduces your risk for various health conditions, including cardiovascular disease, diabetes and some cancers. It also strengthens bones and muscles and can slow the loss of bone density that comes with age. For older adults, physical activity can reduce the risk of falls and injuries from falls and can increase your chance of a longer life.

Anyone can do it, regardless of age or physical ability—the activity or level of activity changes. People with functional limitations have been especially challenged due to COVID restrictions. Some therapeutic activities, such as swimming and water aerobics, have stopped or been reduced due to restrictions and availability limitations. But there are options to keep active, and as you plan how you are going to invest in your health this fall and winter, we want you to consider the following five tips.

Whatever you do, keep moving. Movement increases the lubricating fluid that transports nutrients throughout the body to promote tissue healing. Once you stop moving, your range of motion is reduced. Find another way to stay active while resting the injured body part. If you are concerned about what you can do to safely move, schedule an evaluation with a physical therapist who can provide recommended exercises to keep you active.

Invest or rent exercise equipment. At-home gym equipment purchases have skyrocketed. Consider your options if you are looking for a way to stay active and get your heart rate up without risking exposure. From free weights to spin bikes, trainers, and treadmills, you can enjoy many benefits of the gym from home. It is essential to find the positives and negatives of this new reality. If your health is suffering because of reduced or no activity, it may be time to buy.

Try online classes. If you are like us, you enjoy the workout and the social aspect of going to the gym. Online classes can help address this partially by giving you a workout that gets your heart pumping while keeping you safe. Online classes are available in abundance. Local fitness centers and gyms provide a variety of class options to meet the individual’s diverse needs.

Start walking. We have some beautiful hikes here in Central Oregon that are suitable for a variety of skill levels. A 2020 study from the Journal of Strength and Conditioning Research found that you only burn 20 percent fewer calories walking than running! Walking also improves brain health, memory, energy, immune system and cardiovascular health. It can also reduce pain. Don’t have time to get out on the trail? Go for a walk in the park, along the river or in your neighborhood. The point is to get outside and move. If you are going to be in an outdoor place where social distancing will be difficult, wear your mask.

You don’t have to live with pain. If pain is keeping you from doing the activities you want, help is available. There is a reason why physical therapy is the first line of defense in treating many conditions. When appropriately applied, physical therapy can help people stay active for life. “Physical therapy is a discipline that successfully treats many types of ailments,” said Barrett Ford, PT. “A physical therapist’s scope of practice can range from cardiopulmonary and neurological conditions to women’s health and pediatrics.”

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Find out how we can help you get back to doing
the things you love.

Whether you call Central Oregon home or are just passing through, we want you to enjoy our beautiful surroundings pain-free.

We are proud to have some of Central Oregon’s most experienced physical therapists in each of our five locations. Our hands-on approach and incorporation of the latest manual techniques help our patients achieve better results, faster.

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In Physical Therapy, Virtual Appointments Help Patients in Pain During Pandemic

by RONNI WILDE — CBN Reporter

W

hen the pandemic broke out, the people of Central Oregon did not stop hurting, so the providers at Step & Spine Physical Therapy quickly went into action to develop a way to keep practicing. “We had to develop a virtual physical therapy practice,” said MacLean-Talbot. “We are coming from a standpoint of keeping people healthy. We’re not coming from a standpoint of treating the sick.”

As a heavily education-based field, MacLean-Talbot said his staff educates their patients on the do’s and don’ts. “It’s really important to teach people what to do and not to do, and the strict form needed in terms of exercise. This doesn’t work over the phone; they really have to see the therapist demonstrate it. And the therapist has to be able to correct a patient’s form so that they exercise without compensating,” he explained. “It went really well. We ran a lot of people through physical therapy virtually. Within the first two weeks, we had a whole online site up and running. Insurance companies came on board quickly to accept this. They agreed to the virtual appointments early on.”

MacLean-Talbot said that although his staff got up and running virtually very quickly, the clinic stayed open the entire time for those who needed hands-on work. “We took extreme measures for those needing to be isolated; we cleaned every surface every single time, wore masks and distanced within the clinic. We have private treatment rooms where we do most appointments. We also did a lot of screening ahead of time; we pre-screen who we allow in the clinic, and we are taking temperatures as well.

As with many health-care practices in the region, Step & Spine has seen an increase in clients since the pandemic began. “We are still active in Bend. There are still a lot of people hurting and getting injured, even if they aren’t working. They might even be playing more if they are working less, so we have taken in new patients. From a physical therapy aspect, there are a certain number of people who have relied on exercise and activity to maintain health, but during the COVID outbreak, they were not able to do that, so they had a decline in health.” This, he said, is due to gym closures, a decrease in work activity and weight gain, which causes symptoms. “We have had people_newly getting tighter, weaker and heavier due to the changes in activity level. Those ten pounds really make a difference, and can take a long time to take off. Our bodies feel that.” He added that the other part that is challenging is that people working from home sometimes have really poor ergonomics; we started seeing lots of neck and shoulder issues.” To help with that, MacLean-Talbot said the staff reviews how their clients’ workstations should be set up with them. “At home, on the couch, in a month your back is going to start talking to you.”

Although his staff is still conducting virtual appointments, MacLean-Talbot said the number is decreasing as people are becoming more comfortable with coming into the clinic. “The community seems to feel more comfortable going into the health-care world now,” he said. “We make sure the staff is committed to following social distancing. We say that if we want to keep our doors open, we have to commit to social distancing outside of work too.”

The positive outcomes to the pandemic, said MacLean-Talbot, is that people have had to take charge of their health by developing home programs and home gyms, and by going out outside into nature. He said adding the ability to do virtual physical therapy has also proven to be a good thing. “This is a whole aspect that therapists just haven’t had in the past. We have this whole secondary setup now.”

His advice to others? “If it hurts to work at home, that’s not normal. You need to find a setup that doesn’t hurt your body. If you have new or old aches and pains, don’t ignore them.” He added, “These lifestyle changes will be with us for a while, so addressing these now is necessary. It will be easier to fix them now than if you wait another six months.”

stepandspine.com

In Physical Therapy, Virtual Appointments Help Patients in Pain During Pandemic

by RONNI WILDE — CBN Reporter

When the pandemic broke out, the people of Central Oregon did not stop hurting, so the providers at Step & Spine Physical Therapy quickly went into action to develop a way to keep practicing. “We had to develop a virtual physical therapy practice,” said MacLean-Talbot. “We are coming from a standpoint of keeping people healthy. We’re not coming from a standpoint of treating the sick.”

As a heavily education-based field, MacLean-Talbot said his staff educates their patients on the do’s and don’ts. “It’s really important to teach people what to do and not to do, and the strict form needed in terms of exercise. This doesn’t work over the phone; they really have to see the therapist demonstrate it. And the therapist has to be able to correct a patient’s form so that they exercise without compensating,” he explained. “It went really well. We ran a lot of people through physical therapy virtually. Within the first two weeks, we had a whole online site up and running. Insurance companies came on board quickly to accept this. They agreed to the virtual appointments early on.”

MacLean-Talbot said that although his staff got up and running virtually very quickly, the clinic stayed open the entire time for those who needed hands-on work. “We took extreme measures for those needing to be isolated; we cleaned every surface every single time, wore masks and distanced within the clinic. We have private treatment rooms where we do most appointments. We also did a lot of screening ahead of time; we pre-screen who we allow in the clinic, and we are taking temperatures as well.

As with many health-care practices in the region, Step & Spine has seen an increase in clients since the pandemic began. “We are still active in Bend. There are still a lot of people hurting and getting injured, even if they aren’t working. They might even be playing more if they are working less, so we have taken in new patients. From a physical therapy aspect, there are a certain number of people who have relied on exercise and activity to maintain health, but during the COVID outbreak, they were not able to do that, so they had a decline in health.” This, he said, is due to gym closures, a decrease in work activity and weight gain, which causes symptoms. “We have had people_newly getting tighter, weaker and heavier due to the changes in activity level. Those ten pounds really make a difference, and can take a long time to take off. Our bodies feel that.” He added that the other part that is challenging is that people working from home sometimes have really poor ergonomics; we started seeing lots of neck and shoulder issues.” To help with that, MacLean-Talbot said the staff reviews how their clients’ workstations should be set up with them. “At home, on the couch, in a month your back is going to start talking to you.”

Although his staff is still conducting virtual appointments, MacLean-Talbot said the number is decreasing as people are becoming more comfortable with coming into the clinic. “The community seems to feel more comfortable going into the health-care world now,” he said. “We make sure the staff is committed to following social distancing. We say that if we want to keep our doors open, we have to commit to social distancing outside of work too.”

The positive outcomes to the pandemic, said MacLean-Talbot, is that people have had to take charge of their health by developing home programs and home gyms, and by going out outside into nature. He said adding the ability to do virtual physical therapy has also proven to be a good thing. “This is a whole aspect that therapists just haven’t had in the past. We have this whole secondary setup now.”

His advice to others? “If it hurts to work at home, that’s not normal. You need to find a setup that doesn’t hurt your body. If you have new or old aches and pains, don’t ignore them.” He added, “These lifestyle changes will be with us for a while, so addressing these now is necessary. It will be easier to fix them now than if you wait another six months.”

stepandspine.com
In this unpredictable health environment of 2020, it’s no surprise that business owners are looking for new and improved ways to maintain safe and healthy working atmospheres for their employees. Whether they’ve been working through the ups and downs brought on by this unprecedented pandemic, or if they’re preparing to usher their employees back into a newly transformed COVID-19-free environment, we think it’s safe to say that everyone can use a boost in overall health, safety and peace of mind in the workplace.

The most effective way to begin this process is to focus on individual health among business employees — because healthy employees equal a healthy workplace. So how can business owners achieve this? By making sure that their employees have strong immune systems from the get-go. Maintaining a heightened immunity helps to keep the body impervious to illness — ergo all those pesky germs floating around — while also strengthening the foundation for a stronger, healthier body in the long run.

One such method medical practitioners are recommending is to increase glutathione levels in the body. As one of the nature’s most important and potent antioxidants, glutathione works in a myriad of ways to strengthen the body. But what is glutathione, and how does it relate to immune health?

As an antioxidant, glutathione serves to slow and/or prevent the damage to bodily cells caused by factors such as poor nutrition, environmental toxins, stress and age. Naturally, it’s produced and used in the body every single day, but just because it exists doesn’t mean it’s up to par with the body’s daily needs. In fact, some of us may not be producing enough to combat every type of immune deficiency the world may choose to throw at us. This is why practitioners recommend a daily or weekly supplement of glutathione to regulate the body’s natural glutathione levels for maximum immune health.

Glutathione has become an increasingly recommended supplement on the market with significant results in immune health, making it an easy go-to among business owners when reestablishing and expanding healthy working environments. For more information on how you can be utilizing glutathione in your business, go online to thebendchiropractor.com, or call 541-388-3588 to schedule a consultation with the Elk Ridge Chiropractic & Wellness team.

gotgreen.com

The above article was prepared by the author in his/her own personal capacity. The opinions expressed in the article are the author’s own and do not necessarily reflect the views of Cascade Business News or of Cascade Publications Inc.
### Eye Care Surgery Clinics & Examinations
(Listed Alphabetically)

<table>
<thead>
<tr>
<th>Company / Address</th>
<th>vPhone</th>
<th>Fax</th>
<th>WebSite/Email</th>
<th>Contact</th>
<th>Staff</th>
<th>CO Year Est.</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alpine Eyecare</td>
<td>541-317-9539</td>
<td>541-317-1202</td>
<td><a href="mailto:alpineeyecare@healthband.com">alpineeyecare@healthband.com</a></td>
<td>Dr. Tom J. Thomeyer, OD</td>
<td>2</td>
<td>2000</td>
<td>Family vision care.</td>
</tr>
<tr>
<td>Central Oregon Eyecare - Bend</td>
<td>541-647-2760</td>
<td>541-647-2783</td>
<td><a href="http://www.centraloregoneyecare.com">www.centraloregoneyecare.com</a></td>
<td>Michelle Lima</td>
<td>4</td>
<td>2003</td>
<td>Eye disease detection &amp; treatment, family vision care, contact lenses, LASEK &amp; surgery co-management, complete optical, sunglasses, LASIK.</td>
</tr>
<tr>
<td>Central Oregon Eyecare - Prineville</td>
<td>541-447-5133</td>
<td>541-447-6995</td>
<td><a href="http://www.centraloregoneyecare.com">www.centraloregoneyecare.com</a></td>
<td>N/A</td>
<td>4</td>
<td>1993</td>
<td>Eye disease detection &amp; treatment, family vision care, contact lenses, LASEK &amp; surgery co-management, complete optical, sunglasses.</td>
</tr>
<tr>
<td>Central Oregon Eyecare - Redmond</td>
<td>541-540-2355</td>
<td>541-540-2316</td>
<td><a href="http://www.centraloregoneyecare.com">www.centraloregoneyecare.com</a></td>
<td>Howard Selig, Michael J. Coffman, OD</td>
<td>12</td>
<td>1993</td>
<td>Eye disease detection &amp; treatment, family vision care, contact lenses, LASIK, surgery co-management, complete optical, sunglasses.</td>
</tr>
<tr>
<td>Coffman Vision Clinic</td>
<td>541-380-3773</td>
<td>541-380-3773</td>
<td><a href="http://www.coffmanvision.com">www.coffmanvision.com</a></td>
<td>Howard Selig, Michael J. Coffman, OD</td>
<td>23</td>
<td>1998</td>
<td>Comprehensive vision care, high fashion frames, newest technology lenses, one-hour service, 3-D retinal imaging.</td>
</tr>
<tr>
<td>Elemental Eyecare</td>
<td>541-323-3937</td>
<td>541-323-3938</td>
<td><a href="http://www.elementaleyecare.com">www.elementaleyecare.com</a></td>
<td>Dr. Kerri Lyons, OD, Dr. Amanda Balsalobre, OD, Dr. Gabby Marshall, OD, FCOVD</td>
<td>8</td>
<td>2008</td>
<td>Pediatric eye exams &amp; vision therapy, Pediatric eyewear, Vision rehabilitation &amp; sports vision training.</td>
</tr>
<tr>
<td>Eyes on Wall St.</td>
<td>541-382-7456</td>
<td>541-382-4455</td>
<td>eyesonwallstbend.com</td>
<td>Dr. Lorraine M. Winger, OD</td>
<td>4</td>
<td>1999</td>
<td>Professional eye examinations &amp; contact lens fittings, Complete optical services including annual optical refills. Features a large selection of quality fashion frames &amp; repair.</td>
</tr>
<tr>
<td>High Desert Vision Source</td>
<td>541-825-2121</td>
<td>541-825-9776</td>
<td><a href="http://www.visionsource-highdeserteyecare.com">www.visionsource-highdeserteyecare.com</a></td>
<td>Dr. Glenn H. Hudson, OD, Dr. Kilik K. Atkinson, OD, Dr. Gretchen L. Chadwick, OD, FA, Dr. Audrey H. Branden, OD</td>
<td>11</td>
<td>1983</td>
<td>Complete comprehensive eye care, including contact lenses, primary eye care, optical services, laser surgery co-management, children’s vision &amp; comprehensive eye exams.</td>
</tr>
<tr>
<td>Infinity Eye Care</td>
<td>541-518-6080</td>
<td>541-316-7345</td>
<td><a href="http://www.infinityeyeclinic.com">www.infinityeyeclinic.com</a></td>
<td>Dr. Elizabeth P. Povin, OD, Dr. Kristen Levine, OD, Dr. Patricia Barlow, MD, Dr. Tee N. Lee, MD</td>
<td>35</td>
<td>1998</td>
<td>Specializing in advanced cataract surgical techniques, LASIK, surgery &amp; orthokeratology. Comprehensive eye care, contact lens fitting &amp; more. Family oriented practice. All staff is caring, personal approach to every patient care expert. For more, additional provider: Dr. Robert Jacobi, MD &amp; Dr. Emily Karben, OD.</td>
</tr>
</tbody>
</table>

**WARNING**

Students’ Visual Demands will be increasing with online learning.

**Ergonomic studies in traditional classrooms reveal that nearly 75% of the students’ time is involved with near-vision demands. That percentage will increase with home and online learning.**

Make sure your student has detailed testing for the near-vision performance skills needed for online learning.

**Schedule an appointment with Integrated Eyecare — we take students’ visual skills seriously.**

**Ergonomic studies in traditional classrooms reveal that nearly 75% of the students’ time is involved with near-vision demands.**

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Local Vision Care Provider Added Third Doctor to Ensure Staff & Client Needs are Met

by RONNI WILDE — CBN Reporter

When the COVID shutdown first occurred, many health-care providers were forced to lay off staff. Ironically, since the reopening of businesses, a good number of practices have now added extra staff to accommodate the changes brought on by this pandemic. Elemental Eyecare, which provides traditional eye care as well as vision therapy, is one such business.

“Because of the pandemic, we hired another doctor just to make sure we have the needs covered for the clinic, including the staff having kids in school — but not really — and all the other scheduling challenges,” said Gabby Marshall, OD, owner of Elemental Eyecare. “It’s fantastic.”

When the schools first closed on March 16, Marshall said she made the decision to close the practice. “We continued to deliver optical goods on a limited basis, and also saw very urgent or emergent appointments. But we utilized telehealth for history-taking and triage, and offered remote vision therapy appointments.” After that, the clinic began slowly re-opening, with one doctor coming back as of May 4, and then a second doctor returning as of June 1. The vision therapists, she said, are still on reduced hours due to childcare issues and attempting to plan for the new school year.

To ensure the safety of staff and clients, patients must have their temperature taken and wash their hands upon arrival at Elemental Eyecare, and the number of people in the exam rooms and the waiting room is limited. “We are all wearing masks, distancing and cleaning more,” said Marshall. “We only allow one family at a time into our optical area to make sure we can maintain distancing and sanitize the frames. We also have our office administrator working mostly from home since she can do a great deal remotely.”

Since reopening, Marshall said the greatest challenge she and her staff have faced is encouraging patients to be proper mask wearers. “We want to be safe, and it can be tricky managing other people’s beliefs and behaviors.”

Despite the challenges, however, Marshall said that adding a third doctor has been highly beneficial. “We are now able to be open on Fridays to better serve our patients, and we also have better coverage for vision therapy and head injury rehabilitation,” she said. “This also takes a little pressure off our providers, as three out of four have school-aged children, and there are just so many unknowns right now with school schedules.”

She continued, “We feel very blessed to have amazing and understanding patients as we have navigated this challenge. Also, we are very thankful for all the support we have received from Health and Human Services, Oregon Health Plan, The Bend Chamber of Commerce and the NWX community at large. What a great community we live and practice in!”

elementaleyecare.com
# Eye Care Surgery Clinics & Examinations (Listed Alphabetically)

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<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bend Eye Clinic</td>
<td>541-382-3242</td>
<td>541-317-5799</td>
<td><a href="http://www.bendeye.com">www.bendeye.com</a></td>
<td>Dr. Bret Colton, MD; Dr. Kristen C. Scott, OD; Dr. Jack C. Kasper, OD; Dr. Luke Stumpf, OD</td>
<td>5</td>
<td>1999</td>
<td>Consultation and treatment of eye disease prior to cataract surgery.</td>
</tr>
<tr>
<td>Oregon Vision Center - Redmond</td>
<td>541-416-2020</td>
<td>541-447-2068</td>
<td><a href="http://www.oregonvisioncenters.com">www.oregonvisioncenters.com</a></td>
<td>Dr. Audrey H. Britt, OD; Dr. Geoffrey S. Hadlock, MD; Dr. Kristin J. Mihalik, OD</td>
<td>5</td>
<td>1981</td>
<td>Cataract surgery with intraocular lens implantation.</td>
</tr>
<tr>
<td>Oregon Vision Center - Prineville</td>
<td>541-477-2080 N/A</td>
<td><a href="http://www.oregonvisioncenters.com">www.oregonvisioncenters.com</a></td>
<td>Dr. Tori Thomasen, OD</td>
<td>2</td>
<td>2008</td>
<td>Thorough vision examinations for prescribing eyeglasses of any type of contact lenses.</td>
<td></td>
</tr>
<tr>
<td>Oregon Vision Center - Prineville</td>
<td>541-407-2057 N/A</td>
<td><a href="http://www.oregonvisioncenters.com">www.oregonvisioncenters.com</a></td>
<td>Dr. Tori Thomasen, OD</td>
<td>4</td>
<td>2001</td>
<td>Thorough vision examinations for prescribing eyeglasses of any type of contact lenses.</td>
<td></td>
</tr>
<tr>
<td>Oregon Vision Center - Redmond</td>
<td>541-925-2082 541-385-6851</td>
<td><a href="http://www.summitfamilyeyes.com">www.summitfamilyeyes.com</a></td>
<td>Dr. Robert Mathews, MD; Dr. Robert Mathews, MD; Dr. Robert Mathews, MD</td>
<td>6</td>
<td>1980</td>
<td>Thorough vision examinations for prescribing eyeglasses of any type of contact lenses.</td>
<td></td>
</tr>
<tr>
<td>Oregon Eye Center Bend</td>
<td>541-548-7170 541-548-3842</td>
<td><a href="http://www.orioneye.com">www.orioneye.com</a></td>
<td>Dr. Ryan Constantine, OD; Dr. Brian Desmond</td>
<td>30</td>
<td>1993</td>
<td>Cataract surgery, intraocular lens implantation, laser vision correction.</td>
<td></td>
</tr>
<tr>
<td>Oregon Eye Center Redmond</td>
<td>541-548-7170 541-548-3842</td>
<td><a href="http://www.orioneye.com">www.orioneye.com</a></td>
<td>Dr. Ryan Constantine, OD; Dr. Brian Desmond</td>
<td>30</td>
<td>1993</td>
<td>Cataract surgery, intraocular lens implantation, laser vision correction.</td>
<td></td>
</tr>
<tr>
<td>Summit Family EyeCare</td>
<td>541-362-0105 541-385-6851</td>
<td><a href="http://www.summitfamilyeyes.com">www.summitfamilyeyes.com</a></td>
<td>Dr. Raymond F. Hard, OD; Dr. Robert Mathews, MD; Dr. Robert Mathews, MD</td>
<td>5</td>
<td>1993</td>
<td>Comprehensive vision correction.</td>
<td></td>
</tr>
<tr>
<td>Summit Medical Group - Eastside Clinic</td>
<td>541-362-6000</td>
<td><a href="http://www.summitmedicalgroup.com">www.summitmedicalgroup.com</a></td>
<td>Dr. Robert Mathews, MD; Dr. Robert Mathews, MD; Dr. Robert Mathews, MD; Dr. Robert Mathews, MD; Dr. Robert Mathews, MD; Dr. Robert Mathews, MD</td>
<td>6</td>
<td>1990</td>
<td>Comprehensive vision correction.</td>
<td></td>
</tr>
<tr>
<td>Summit Medical Group - Redmond</td>
<td>541-362-2811</td>
<td><a href="http://www.summitmedicalgroup.com">www.summitmedicalgroup.com</a></td>
<td>Dr. Robert Mathews, MDF; Dr. Robert Mathews, MDF</td>
<td>29</td>
<td>1990</td>
<td>Comprehensive vision correction.</td>
<td></td>
</tr>
<tr>
<td>Summit Medical Group - OAHUH Hawaii Clinic</td>
<td>541-362-2811</td>
<td><a href="http://www.summitmedicalgroup.com">www.summitmedicalgroup.com</a></td>
<td>Dr. Robert Mathews, MDF; Dr. Robert Mathews, MDF</td>
<td>29</td>
<td>1990</td>
<td>Comprehensive vision correction.</td>
<td></td>
</tr>
<tr>
<td>VisionCare</td>
<td>541-389-3207 541-389-2710</td>
<td><a href="http://www.visioncare.com">www.visioncare.com</a></td>
<td>Dr. Eric Hinkle</td>
<td>7</td>
<td>2006</td>
<td>Design, fabrication, and fitting of contact lenses, contact lens consultation, contact lens follow-up.</td>
<td></td>
</tr>
</tbody>
</table>

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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.

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**Eye Care Surgery Clinics & Examinations**

**Eye Care Services**

- Cataract surgery including laser vision correction
- Intraocular lens implantation
- Thorough vision examinations for prescribing eyeglasses
- Expedition vision correction
- Eye muscle disorders
- Nutrition therapy for eye diseases
- Visual field testing
- Low vision evaluation and treatment

**Contact Information**

- Oregon Vision Center - Bend (541) 362-6000
- Oregon Vision Center - Redmond (541) 362-2811
- Oregon Eye Center Bend (541) 548-7170
- Oregon Eye Center Redmond (541) 548-7170
- Prineville Eye (541) 317-3648
- Summit Family EyeCare (541) 362-0105
- Summit Medical Group - Eastside Clinic (541) 362-6000
- Summit Medical Group - Redmond (541) 362-2811

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October 19-22 Online

benddesign.org
RAISING OUR CUP TO FRONTLINE HEROES

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PROTECTING WHAT YOU’VE BUILT
Cosmetic Surgery (Listed Alphabetically)

Company / Address  Phone  Fax  WebSite/Email  Contact  Staff  CO Year Est.  Services  Locations
Central Oregon Ear Nose & Throat, LLC  541-388-5665 541-330-2499  www.villanomd.com info@villanomd.com  Michael E. Villano, MD 5 1975 Full service cosmetic, plastic & reconstructive surgery & laser skin technology. Bend

Frisch & Odd Surgical Center  541-388-5665 541-330-2499  www.villanomd.com info@villanomd.com  Michael E. Villano, MD 5 1975 Full service cosmetic, plastic & reconstructive surgery & laser skin technology. Bend

Mountaineer View Cosmetic Surgery  541-317-9561 541-317-9561  www.mountainviewcosmeticsurgery.com info@mountainviewcosmeticsurgery.com  Dr. Robert T. Quinn III, MD 2 2013 Cosmetic surgery of the face & body, reconstructive surgery of breast & body. Redmond, Bend

Northwest Cosmetic Surgery  541-388-7062 541-388-7062  www.northwestcosmeticsurgery.com info@northwestcosmeticsurgery.com  Dr. Gary Gallagher, MD 6 2012 Cosmetic plastic surgery of the face & body, breast augmentation, blepharoplasty, body sculpting. Redmond, Bend

The Lufft Center for Cosmetic, Breast & Laser Surgery  541-388-7062 541-388-7062  www.thelufftc.com info@thelufftc.com  Linda J. Lufft, MD 5 1993 Full service cosmetic, plastic & reconstructive surgery & laser skin technology. Redmond, Bend

Villa MD  541-312-3223 541-350-2499  www.villamed.com info@villamed.com  Michael E. Villano, MD 7 2003 Facial plastic surgery & cosmetic skin care services. Bend

Are You One of the Fastest Growing Companies in Central Oregon? Become a part of this impressive group of companies by filling out the simple form at www.cascadebusnews.com or call 541-388-5665.

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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 owned 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.

2019 Winners:

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

2010 CASCAD EBUSINESS NEWS FASTEST 20 PRESENTED BY SPONSORED BY EVENT SPONSOR
Statewide Children’s Literacy Nonprofit Pivots to Continue Delivering Critical Services Amidst Pandemic

by JENNIFER ZARDINEJAD, Central Area Manager — SMART Reading

As schools in Central Oregon and across the state plan for the coming year in light of the COVID-19 pandemic, nonprofit and community partners, including children’s literacy nonprofit SMART Reading, are similarly adapting their services to meet the changing needs of our state’s children, families and communities.

Research suggests that students will enter the 2020-21 school year with only about half of the usual gains in reading from the previous year. “With students facing staggering learning losses, reading support will be more critical than ever. This could have a profound, long-term impact on kids and communities,” says Jennifer Zardinejad, SMART’s Central Area Manager. “As we have been for nearly 30 years, SMART Reading is poised to continue empowering kids for reading and learning success through providing access to books for students to keep and reading practice.”

While SMART Reading typically spends the summer preparing to bring more than 5,000 community volunteers into schools for one-on-one reading sessions with over 11,000 pre-k through third-grade students across Oregon, physical distancing and other pandemic-related considerations make in-person reading impossible in the 2020-21 school year.

In response to the changing landscape, the organization has developed two new delivery models that align with safety guidelines from local school districts and the Oregon Department of Education, including:

- Book Distribution: Educators, researchers and families affirm that access to books is a crucial way to support children’s literacy. SMART Reading distributed over 33,000 books after schools closed in March, and the organization is building upon those learnings to expand book distribution in 2020-21. Students will continue to have access to new, high-quality, diverse titles from a variety of book publishers that align with SMART’s guidelines.

- Virtual Reading: SMART Reading will offer virtual reading sessions, both live and pre-recorded, where volunteers can read books with children and help foster a love of reading. The organization is working on the implementation details, factoring in legalities and security considerations, and incorporating feedback along the way from educators and families.

“We’re committed to working with our school and community partners to continue ensuring young readers in Central Oregon have the support they need to become strong, confident readers,” says Jennifer Zardinejad.

SMART Reading plans to engage current volunteers in supporting both program delivery models, but is not currently seeking new volunteers. The organization encourages those interested in supporting young readers to help raise awareness about the importance of this work, or consider making a financial gift to help provide books and virtual reading opportunities.

To learn more about SMART Reading’s plans for 2020-21, visit SMARTReading.org/covid-19-program-adaptations.

SMARTReading.org • 877-598-4633

Latino Community Association Reports on Success of COVID Relief Funding

by BRAD PORTERFIELD, Executive Director — Latino Community Association

The Latino Community Association started its COVID-19 Immigrant Family Relief Fund in early April, and began the application and funding process on April 18. LCA started assisting families by way of paying creditors to cover rent/mortgage, utilities, car payment, etc., up to $750 per family, and then joined the ALO-OWRF Coalition. At that point, they shifted to funding individuals and aligned their process with the ALO-OWRF process. ALO-OWRF began the second week of May. This fund provides up to $1,720 per individual in a one-time cash payment via paypal or check.

Including individual and business donations, as well as grants that are restricted to direct benefit to families, the LCA fund has reached $228,572. The ALO-OWRF dollars (Alivio Laboral de Oregon-Oregon Worker Relief Fund) are applications they have "navigated" or applied for online in the name of clients who were interviewed by phone.

The Oregon Emergency Board allocated $10 million to the OWRF, which is a coalition of 20+ immigrant-serving community-based organizations (CBOs) across Oregon. The funds are distributed through the Oregon Community Foundation who then granted them to Causa Oregon. Immigration Law Lab has been the administrator of the navigation process, including developing the technology and partnerships with bank, Paypal and others.

Both funds were created to address the fact that the federal government excluded tax-paying unauthorized workers from receiving any benefits from the CARES Act or any other relief packages. Unauthorized, or more commonly, "undocumented" workers, are not eligible for unemployment insurance benefits and were not eligible for the CARES Act stimulus payments. Even worse, the CARES Act was designed such that all of the U.S. Citizen members of a household with just one unauthorized individual (no social security number) were also excluded from receiving stimulus checks. The IRS determined this based on tax returns, meaning tax-paying families that complied with the laws by filing a tax return were excluded from relief. Both funds are directed at supporting these families.

The Emergency Board more recently allocated another $20 million to the OWRF Coalition: $10 million for the worker relief fund and $10 million to support agricultural workers quarantined due to COVID-19. This fund began on August 3 and follows the same process as OWRF, but has different eligibility criteria. It is not limited to unauthorized workers and is specific to workers in agricultural jobs — defined somewhat broadly.

As of August 19, LCA has facilitated financial payments to immigrant families in Central Oregon as follows:

- CA Covid-19 Immigrant Family Relief Fund: $59,855 (136 applicants)
- ALO-OWRF: $1,229,243 (722 applicants)
- OQRF (Oregon Quarantine Relief Fund): $5,160 (4 applicants)

Other main services provided by LCA over the past few months include:

- Financial assistance to Latino-owned small businesses
- Free immigration legal consults
- OQRF (Oregon Quarantine Relief Fund)
- OQRF (Oregon Quarantine Relief Fund)

- Free immigration legal consultations with Immigration Counseling Service
- Food box distribution mainly in Madras (partnership with Council on Aging and Jefferson County Health)
- PPE distribution (masks and hand sanitizer mainly)
- ITIN (Tax ID) application assistance
- 2020 Census outreach and assistance

Latinocommunityassociation.org
## Assisted Living Facilities (Listed Alphabetically)

<table>
<thead>
<tr>
<th>Company / Address</th>
<th>Phone</th>
<th>Fax</th>
<th>WebSite/Email</th>
<th>Contact</th>
<th>Staff</th>
<th>CO Year Est.</th>
<th>Units</th>
<th>Fees</th>
<th>Services</th>
</tr>
</thead>
</table>
| Absolute Senior Care | 541-688-3394 | 541-689-1726 | absolute@absolutenursingservices.com | David & Leah Tolle | 8 | 2019 | N/A | N/A | Assisted living for seniors aged 65+.
| Brooks of Bend | 541-388-0864 | N/A | N/A | N/A | N/A | N/A | N/A | N/A | Bend.
| Central Oregon Adult Foster Care | 541-588-6449 | 541-588-5519 | www.cancf.org/c/central-oregon-adult-foster-care | Carla Sinco | 5 | 2016 | 71 | Up to request | Full service independent living.
| Estes Lodge Independent & Assisted Living | 541-383-4979 | N/A | N/A | N/A | N/A | N/A | N/A | N/A | Bend.
| Eugene Springs | 541-632-0627 | N/A | N/A | N/A | N/A | N/A | N/A | N/A | Bend.
| Five Star Rehabilitation | 541-382-5521 | 541-317-6575 | www.5starrehabilitation.com | Jaime Cotter | 45 | N/A | 42 | Up to request | Physical, occupational & speech therapies.
| Registry Pacific Rehabilitation & Nursing Center | 541-307-5675 | 541-497-6805 | www.pacificrehab.org | Aaron Reardon | 45 | N/A | 36 | N/A | Assisted living.
| Registry Village at Bend | 541-316-5023 | 541-316-5023 | www.registryvillage.com | Michael Shair | 22 | 1997 | 47 | Up to request | Assisted living.
| Touchmark of Mount Bachelor Village | 541-381-1151 | 541-305-5434 | www.touchmarkvillage.com | Kellie Deliahquer | 116 | 2007 | N/A | Full service assisted & independent living.
| Whispering Winds | 541-512-9809 | 541-512-1410 | www.whisperingwinds.com | Angela Valenzuela | 31 | 2005 | N/A | N/A | Full service independent retirement community.

### Retirement Communities (Listed Alphabetically)

<table>
<thead>
<tr>
<th>Company / Address</th>
<th>Phone</th>
<th>Fax</th>
<th>WebSite/Email</th>
<th>Contact</th>
<th>Staff</th>
<th>CO Year Est.</th>
<th>Units</th>
<th>Fees</th>
<th>Services</th>
</tr>
</thead>
</table>
| Absolute Senior Care | 541-688-3394 | 541-689-1726 | absolute@absolutenursingservices.com | David & Leah Tolle | 8 | 2019 | N/A | N/A | Assisted living for seniors aged 65+.
| Brooks of Bend | 541-388-0864 | N/A | N/A | N/A | N/A | N/A | N/A | N/A | Bend.
| Central Oregon Adult Foster Care | 541-588-6449 | 541-588-5519 | www.cancf.org/c/central-oregon-adult-foster-care | Carla Sinco | 5 | 2016 | 71 | Up to request | Full service independent living.
| Estes Lodge Independent & Assisted Living | 541-383-4979 | N/A | N/A | N/A | N/A | N/A | N/A | N/A | Bend.
| Eugene Springs | 541-632-0627 | N/A | N/A | N/A | N/A | N/A | N/A | N/A | Bend.
| Five Star Rehabilitation | 541-382-5521 | 541-317-6575 | www.5starrehabilitation.com | Jaime Cotter | 45 | N/A | 42 | Up to request | Physical, occupational & speech therapies.
| Registry Pacific Rehabilitation & Nursing Center | 541-307-5675 | 541-497-6805 | www.pacificrehab.org | Aaron Reardon | 45 | N/A | 36 | N/A | Assisted living.
| Registry Village at Bend | 541-316-5023 | 541-316-5023 | www.registryvillage.com | Michael Shair | 22 | 1997 | 47 | Up to request | Assisted living.
| Touchmark of Mount Bachelor Village | 541-381-1151 | 541-305-5434 | www.touchmarkvillage.com | Kellie Deliahquer | 116 | 2007 | N/A | Full service assisted & independent living.
| Whispering Winds | 541-512-9809 | 541-512-1410 | www.whisperingwinds.com | Angela Valenzuela | 31 | 2005 | N/A | N/A | Full service independent retirement community.

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### Annual Healthcare Supplement

- **Assisted Living Facilities**
- **Services**:
  - Independent living
  - Memory care
  - Assisted living
  - Skilled nursing
  - Rehabilitation
  - Dental care
  - Transportation
  - Housekeeping

---

**Comments**:

- (Listed Alphabetically)
- Address and phone numbers provided.
- Services and fees listed.
- Annual healthcare supplement.

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### Retirement Communities

- **Services**:
  - Independent living
  - Memory care
  - Assisted living
  - Skilled nursing
  - Transportation
  - Housekeeping

---

### Assisted Living Factories

- **Services**:
  - Independent living
  - Memory care
  - Assisted living
  - Skilled nursing
  - Transportation
  - Housekeeping
by RACHEL REEVES — AHCA/NCAL Press Office

The American Health Care Association and National Center for Assisted Living released national surveys conducted on August 8-10, 2020 of long term care providers which showcase the increased costs and financial hardship nursing homes and assisted living communities are facing in response to COVID-19.

For nursing homes, the key takeaways are a majority (55 percent) of nursing homes are operating at a loss now (nearly 90 percent at a razor thin margin or loss) with 72 percent saying they won’t be able to sustain operations another year at the current pace. This has been largely driven by the increase in costs responding to COVID-19 (personal protective equipment (PPE), additional staffing and testing) and Medicaid’s underfunding, which only covers 70 to 80 percent of the actual cost of care. Nine out of ten nursing homes said government funding is very important to helping with COVID-related costs and losses with nearly 60 percent saying they will experience significant problems with increased costs and lost revenue when government funding ends.

EXECUTIVE SUMMARY
Survey of 463 U.S. nursing home providers, August 8-10:
• 55 percent of nursing homes are operating at a loss (89 percent operating a profit margin of three percent or less).
• Nearly 60 percent of funding for nursing homes comes from Medicaid (which only covers 70 to 80 percent of the actual cost of care).
• 72 percent of nursing homes said they won’t be able to sustain operations another year at the current pace (40 percent said less than six months).

COVID-19 RESPONSE HAS SIGNIFICANTLY INCREASED COSTS WITH SHARP DROP IN REVENUE
• PPE supplies (90 percent), staff hero pay (78 percent) and additional staff (46 percent) are driving significant cost increases for nursing homes.
• Nursing homes say their top costs in continued response to COVID-19 include PPE supplies (95 percent), staffing (78 percent) and testing (74 percent).

IMPORTANCE OF CONTINUED GOVERNMENT SUPPORT
• 96 percent have received some government funding (82 percent federal, 52 percent state).
• Nearly 60 percent will experience significant problems with increased costs and lost revenue when government funding ends.
• 93 percent said government funding is very important to helping with COVID-related costs and losses.

The full survey report can be found at ahcancal.org/News-and-Communications/Fact-Sheets/FactSheets/Survey-SNF-COVID-Costs.pdf.

Unlike nursing homes, assisted living providers have not received any direct federal funding while incurring significant costs for personal protective equipment (PPE) and additional staffing to cleaning supplies and testing. Also unlike nursing homes, assisted living providers have also not received any federal support with PPE or testing shipments, which many providers are having to pay for out of pocket. Below is an executive summary and here is a link to the full report.

EXECUTIVE SUMMARY
Survey of 193 U.S. assisted living providers, August 8-10:
Note: Includes individual and multi-community operators

ASSISTED LIVING COMMUNITIES FACING SIMILAR FINANCIAL CRISIS OF NURSING HOMES
• Half of assisted living facilities are operating at a loss; 73 percent operating a profit margin of three percent or less.
• 64 percent of assisted living providers said they won’t be able to sustain operations another year at the current pace of increased costs and revenue loss.

COVID-19 RESPONSE HAS SIGNIFICANTLY INCREASED COSTS WITH SHARP DROP IN REVENUE
• PPE supplies (95 percent), staff hero pay (55 percent) and cleaning supplies (50 percent) are driving significant cost increases for assisted living communities.
• Assisted living communities are expecting to continue to incur significant expenses in response to COVID, especially PPE supplies (97 percent), staffing (62 percent) and cleaning supplies (80 percent).

NO DIRECT FUNDING FROM FEDERAL GOVERNMENT
• Unlike nursing homes, assisted living communities have not received any direct federal funding.
• Only 15 percent received some federal funding from the Provider Relief Fund tranche for all Medicaid providers of which less than half of assisted living communities are eligible.
• Only 16 percent have received any state government funding.

The full survey report can be found at ahcancal.org/News-and-Communications/Fact-Sheets/FactSheets/Survey-AL-COVID-Costs.pdf.

NURSING HOMES

More than half (55%) of nursing homes are operating at a loss; 89% operating a profit margin of 3% or less.

50% operating at a loss; 73% operating a profit margin of 3% or less.

ASSISTED LIVING COMMUNITIES

What is your current operating situation?

What top three costs have you incurred due to COVID-19, whether you’ve had cases or not?

What types of costs do you expect to incur on an ongoing basis (weekly, monthly, etc.) until pandemic concludes?

How long can your facility or company sustain operating at this pace?

Have You Received Any Government Funding Due To COVID-19?
Home Assistance & Care Services (Listed Alphabetically)

<table>
<thead>
<tr>
<th>Company / Address</th>
<th>Phone</th>
<th>Fax</th>
<th>WebSite/Email</th>
<th>Contact</th>
<th>Staff</th>
<th>CO Year Est.</th>
<th>Services</th>
<th>Area Covered</th>
</tr>
</thead>
<tbody>
<tr>
<td>At Home Care Group</td>
<td>541-312-0891</td>
<td>541-312-0477</td>
<td><a href="http://www.athomecaringroup.com">www.athomecaringroup.com</a></td>
<td>Kelsey Williams</td>
<td>8</td>
<td>2009</td>
<td>Services offered include home assistance, companionship, personal care &amp; nursing services.</td>
<td>Deschutes, Jefferson &amp; Crook counties.</td>
</tr>
<tr>
<td>Heart In Home Hospice &amp; Palliative Care, LLC</td>
<td>541-508-4036</td>
<td>541-508-4037</td>
<td><a href="http://www.heartinhomemid.com">www.heartinhomemid.com</a></td>
<td>Bob Galen</td>
<td>15</td>
<td>2004</td>
<td>Services include palliative nursing support, home care, skilled nursing services, occupational therapy, physical therapy, speech therapy, home health aide, RN supervision &amp; bonding.</td>
<td>Central Oregon.</td>
</tr>
<tr>
<td>Heart In Home Hospice &amp; Palliative Care, LLC – La Pine</td>
<td>541-730-7059</td>
<td>541-730-7052</td>
<td><a href="http://www.heartinhomemid.com">www.heartinhomemid.com</a></td>
<td>Diana Hoskinson, RN</td>
<td>10</td>
<td>2004</td>
<td>Services include palliative nursing support, home care, skilled nursing services, occupational therapy, physical therapy, speech therapy, home health aide, RN supervision &amp; bonding.</td>
<td>Central Oregon.</td>
</tr>
<tr>
<td>Hospice of Redmond</td>
<td>541-548-7483</td>
<td>N/A</td>
<td><a href="http://www.hospiceofredmond.org">www.hospiceofredmond.org</a></td>
<td>Jane McGirt</td>
<td>25</td>
<td>1980</td>
<td>Hospice, Palliative Care &amp; Toowoomba programs, Medical Director Horace &amp; Evelyn Clarke, certified licensed registered nurses, social workers, licensed nurses, Licensed Clinician, Supportive care, Supportive care &amp; trained volunteers. 24/7 hours on call.</td>
<td>Redmond, Bend, Sisters, Terrebonne, Crooked River Ranch, Tumalo, Black Butte Ranch, Camp Sherman &amp; Prineville.</td>
</tr>
<tr>
<td>Home Instead Senior Care</td>
<td>541-388-2275</td>
<td>541-385-5996</td>
<td><a href="http://www.homeinstead.com">www.homeinstead.com</a></td>
<td>Wayne Reher</td>
<td>40</td>
<td>1987</td>
<td>Home delivery of medical supplies including all prescriptions, durable medical equipment, incontinence, deficit &amp; rehabilitation products. 24-hr. on-call service.</td>
<td>Central &amp; Eastern Oregon.</td>
</tr>
<tr>
<td>Home Instead Senior Care – La Pine</td>
<td>N/A</td>
<td>N/A</td>
<td><a href="http://www.homeinstead.com">www.homeinstead.com</a></td>
<td>Gloria Rockwell</td>
<td>15</td>
<td>2017</td>
<td>CNAs, homemakers, RN supervision &amp; bondable personal care.</td>
<td>Central Oregon.</td>
</tr>
<tr>
<td>At Home Care Group – Southside</td>
<td>541-625-4941</td>
<td>N/A</td>
<td><a href="http://www.athomecaringroup.com">www.athomecaringroup.com</a></td>
<td>Dr. Johnstine</td>
<td>15</td>
<td>2017</td>
<td>CNAs, homemakers, RN supervision &amp; bondable personal care.</td>
<td>Central Oregon.</td>
</tr>
<tr>
<td>Right at Home In Home Care, Central Oregon</td>
<td>541-635-7032</td>
<td>541-635-7436</td>
<td><a href="http://www.rightathomecare.com">www.rightathomecare.com</a></td>
<td>John Butler</td>
<td>30</td>
<td>2000</td>
<td>One on one in home care &amp; in-home companionship for seniors &amp; disabled adults. Caregivers are experienced &amp; carefully screened through criminal background checks, drug screening &amp; motor vehicle records. Right at Home is licensed in Oregon since 1996. The company is based in Bend. They have been franchising since 2001.</td>
<td>Deschutes, Jefferson &amp; Crook counties.</td>
</tr>
<tr>
<td>St. Charles Home Health Services</td>
<td>541-730-7992</td>
<td>541-730-8996</td>
<td><a href="http://www.stcharleshealthsystem.org">www.stcharleshealthsystem.org</a></td>
<td>Julie Norman, RN</td>
<td>78</td>
<td>1984</td>
<td>Skilled nursing, certified home health aides, medical social workers, physical, occupational &amp; speech therapy, including orthopedic &amp; neurological rehabilitation, patient &amp; family teaching, palliative care, Hospice, Palliative Care &amp; Homecare. 24/7 hours on call.</td>
<td>Deschutes, Jefferson &amp; Crook counties.</td>
</tr>
</tbody>
</table>

NOT ON THE LIST?

ads@cascadebusnews.com

Central Oregon’s Most Effective B2B Marketing Tool

GET ON IT!

Cascade Business News • September 2, 2020

28 • Annual Healthcare Supplement
In the world of hospice, COVID hasn’t really changed what the providers do much, according to Kandice Dickinson, director of PR for Heart ‘n Home hospice. “We are still seeing patients at end of life. Nobody escapes this way out, so we certainly have been providing hospice care for people with terminal illnesses. That has been steady,” she said. “We have just had to take additional precautions with PPEs, making sure we are safe for patients and for us. Since the beginning of the pandemic, we have continued to see our patients and provide the person-centered, quality end-of-life care each person deserves when on their final journey out of this world. We have swiftly adapted to requirements as we go along and have utilized telehealth for virtual visits when in-person visits were required to be limited,” she continued. “This helped us connect in a different way with patients and families. We have also continued to accept new patients. We believe it is our responsibility to all humanity to compassionately care for seriously ill individuals and are committed to serving patients and families impacted by COVID-19.”

In order to facilitate this, Dickinson said Heart ‘n Home created a COVID-19 Rapid Response Team that is dedicated to COVID patients. “This has given peace of mind to our partners, patients and community. Our team has been properly fitted for masks, have all the necessary personal protective equipment and are taking all safety and sanitation precautions to protect patients, families, staff and our community,” she said. “Our nurses and other professionals are extremely well-trained in bereavement and grief, so we have been able to offer support to frontline workers and their teams who have experienced many forms of loss via virtual platforms, which we hadn’t done prior to COVID. There are many processes and changes we will continue to do because they are more efficient and have better outcomes for patients and families.”

Diana Hergenrader, RN, Heart ‘n Home’s La Pine executive director, said that in the beginning of the pandemic, keeping staff feeling safe and supported during the constantly changing directives about what to do was a challenge, as was finding the needed supplies and knowing what to stock up on or prepare for. Fortunately, the staff has sufficient supplies now, she said, and has found ways to strike the balance between safety and involvement.

“Holding community events with the restrictions needed to be COVID-safe has been difficult, but being actively involved in our community is who we are,” said Hergenrader. “So we are looking at it as a growth opportunity, and will be figuring out how we can still do some activities safely. It has challenged us in a new way of thinking outside the box, and we’ve grown from that.” One such event that took on new meaning this year was Heart ‘n Home’s annual “Chalk the Walk,” which fell during the height of the shutdown. The ‘Heart ‘n Home team got extra creative this year and, with permission, chalked walks all over their communities,” said Dickinson. “We rise by lifting others, I love you,” “Your kindness can change the world” and “Without change there would be no butterflies” were just a few of the many messages encouraging hope that were chalked around town. We were able to partner with other agencies, including chalkening senior centers and family sidewalks and driveways for residents to enjoy, in hopes of lifting their spirits.”

Hergenrader said that dealing with patients who have COVID has been challenging, but it is such new territory for the staff, who had never dealt with someone ill or passing away from this virus before. “We’ve had four COVID patients pass away very peacefully. We were a little worried about what the passing of a COVID patient would look like, as our main concern was that we wanted them to be comfortable and pain-free,” she said. “We have also had patients battle COVID and become COVID negative! We’ve been able to personalize COVID and hospice through stories of what we are still able to do for patients and families, and how we have been able to give compassionate, end-of-life care to patients through the pandemic.”

To support patients and the facilities in which they are housed during this time of COVID, the Heart ‘n Home staff has connected families and patients virtually and through pictures. “We had a veteran patient who had dementia and couldn’t understand us through our masks, so we pre-recorded the poems and card we wanted to read to him, and held it by his ear so he could hear it well. He kept showing us pictures of his naval ship and smiled. We didn’t let the mask get in the way of the feeling that was created during that ceremony.”

“Our team has been very creative, flexible and sacrificial,” said Billy Gehm, Heart ‘n Home Bend executive director. “We developed a team of clinicians to be our COVID Team, and this allows the other team members to cover all the other needs around town, so that we know we are being as responsible as possible to not increase the risk of community spread. This has greatly helped the facilities that we serve; they can know with confidence that we have a thoughtful plan on how to serve any terminally ill patient.”

Dickenson added, “We’ve learned a lot. We are pushing the boundaries of technology, communicating as a team and providing telehealth opportunities for patients and families who are rural or from afar. This is new territory for hospice.”

gohospice.com

Deschutes County Health Services Shares Health Tips for Wildfire Smoke

Deschutes County Health Services advises residents to take health precautions during periods of smoke. Many factors influence a person’s sensitivity to smoke, including severity and duration of smoke exposure and a person’s health.

There are things you can do to minimize the impacts of smoke:

- Reduce time spent outdoors when smoke is present.
- Use an indoor high-efficiency air filter (HEPA) or electrostatic precipitator in your home to help create one or more rooms with cleaner air to breathe.
- Set your air conditioning or heating unit to recycle or recirculate when at home or in your car.
- Stay hydrated. Drink plenty of water.
- Reduce other sources of indoor smoke and dust, including: burning cigarettes, candles, gas or propane ranges, wood-burning stoves and furnaces and vacuuming.
- Reduce the time you engage in vigorous outdoor activity.
- If you have heart or lung disease or respiratory illnesses such as asthma, follow your healthcare provider's advice about prevention and treatment of symptoms.
- Consider maximizing time in air-conditioned homes or buildings during smoky periods.

Smoke may worsen symptoms for people who have preexisting health conditions and those who are particularly sensitive to air pollution. Contact your healthcare provider to develop a smoke plan. Sensitive groups include:

- Persons with asthma or other chronic respiratory diseases
- Persons with cardiovascular disease
- Persons 65 years of age or older
- Infants and children
- Pregnant women
- Smokers, especially those who have smoked for several years

For current information on air quality, visit oraq.deq.state.or.us/home/map or use the 5-3-1 visibility index:

- If visibility is well over five miles, the air quality is generally good.
- If visibility is five miles away but generally hazy, air quality is moderate and begins to deteriorate, and is generally healthy, except possibly for smoke-sensitive persons. The general public should avoid prolonged exposure if conditions are smoky to the point where visibility is closer to the five-mile range.
- If under five miles, the air quality is unhealthy for young children, adults over age 65, pregnant women and people with heart and/or lung disease, asthma or other respiratory illness. These people should minimize outdoor activity.
- If under three miles, the air quality is unhealthy for everyone. Young children, adults over age 65, pregnant women and people with heart and/or lung disease, asthma or other respiratory illness. These people should minimize outdoor activity.
- If under one mile, the air quality is unhealthy for everyone. Everyone should avoid all outdoor activities.

For current information on fires and how to protect your health, visit: centraloregonfire.org.
deschutes.org
### Chiropractors (Listed Alphabetically)

<table>
<thead>
<tr>
<th>Company / Address</th>
<th>Phone</th>
<th>Fax</th>
<th>WebSite/Email</th>
<th>Contact</th>
<th>Staff</th>
<th>CO Year Est.</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance Chiropractic, PC</td>
<td>541-383-0218</td>
<td>N/A</td>
<td><a href="http://www.jimneilson.com">www.jimneilson.com</a></td>
<td>N/A</td>
<td>2</td>
<td>1995</td>
<td>Gentle treatments, spinal massage, applied kinesiology, a balanced approach to better health.</td>
</tr>
<tr>
<td>Bencs Chiropractic Clinic</td>
<td>541-447-1784</td>
<td>N/A</td>
<td><a href="http://www.bendchiropractic">www.bendchiropractic</a></td>
<td>Dr. Jeff Bencs, DC, James Bencs, DC</td>
<td>5</td>
<td>1998</td>
<td>Chiropractic services, Spinalizing is integrated health care.</td>
</tr>
<tr>
<td>Bend/WC Care Chiropractic Center</td>
<td>541-382-0127</td>
<td><a href="http://www.bendwcchiro.com">www.bendwcchiro.com</a></td>
<td><a href="mailto:nhoodcarepartners@gmail.com">nhoodcarepartners@gmail.com</a></td>
<td>Christian K. Action, DC</td>
<td>2</td>
<td>1982</td>
<td>Specific spinal subluxations care, sports injuries &amp; athletic performance enhancement.</td>
</tr>
<tr>
<td>Bend/Waugh Health Family Chiropractic</td>
<td>541-389-1972</td>
<td><a href="http://www.bendchiropractic.com">www.bendchiropractic.com</a></td>
<td><a href="mailto:nhoodcarepartners@gmail.com">nhoodcarepartners@gmail.com</a></td>
<td>Dr. Daniel Bourja</td>
<td>7</td>
<td>1993</td>
<td>Soft tissue &amp; manual therapies, acustive adjusting, nutritional counseling, automobile injuries, massage therapy, weight loss.</td>
</tr>
<tr>
<td>Bode/Faul Chiropractic: VTR: 10 W 1st St., Redmond, OR 97756</td>
<td>541-568-5850</td>
<td>N/A</td>
<td><a href="http://www.bodfaulchiro.com">www.bodfaulchiro.com</a></td>
<td>Dr. Michael Wix, Dr. Lain Gordon</td>
<td>7</td>
<td>1990</td>
<td>Preventing Gerson technique, massage &amp; manual manipulation.</td>
</tr>
<tr>
<td>Bend Chiropractic: VTR: 10 W 1st St., Redmond, OR 97756</td>
<td>541-568-0120</td>
<td>N/A</td>
<td><a href="http://www.bendchiropractic.com">www.bendchiropractic.com</a></td>
<td>Dr. Jeff C. Bode, DC</td>
<td>2</td>
<td>1981</td>
<td>Non-force chiropractic care utilizing acustive methods techniques, soft tissue work, nutritional support &amp; low level laser therapy. Practice in Bend or Thursday.</td>
</tr>
<tr>
<td>Chiropractic Associates</td>
<td>541-568-0814</td>
<td>N/A</td>
<td><a href="http://www.chiropracticassociates.com">www.chiropracticassociates.com</a></td>
<td>Dr. Michael Thill, Dr. Rodney Cross</td>
<td>6</td>
<td>1986</td>
<td>Natural medicine including varied adjusting techniques, phytotherapy modalities, exercises prescriptive massage therapy.</td>
</tr>
<tr>
<td>Elk Ridge Chiropractic &amp; Wellness Center</td>
<td>541-388-7008</td>
<td>N/A</td>
<td><a href="http://www.elkridgetripeco.com">www.elkridgetripeco.com</a></td>
<td>Dr. Natasha Schuster, DC</td>
<td>9</td>
<td>1994</td>
<td>Personal injuries, gentle chiropractic services, lifestyle medicine, sports medicine &amp; musculoskeletal care.</td>
</tr>
<tr>
<td>Freedom Wellness Center</td>
<td>541-389-0025</td>
<td>541-389-0475</td>
<td><a href="mailto:drpamcobbs@yahoo.com">drpamcobbs@yahoo.com</a></td>
<td>Dr. Pam Cobbs, DC, BS, CCSP</td>
<td>7</td>
<td>2005</td>
<td>Chiropractic care, muscle release, massage therapy, nutrition, wellness talks &amp; wellness coaching.</td>
</tr>
<tr>
<td>House Chiropractic Wellness Center</td>
<td>541-447-7238</td>
<td>541-447-5775</td>
<td><a href="http://www.houseofwellness.com">www.houseofwellness.com</a></td>
<td>Coby J. House, DC</td>
<td>4</td>
<td>1995</td>
<td>Complete Chiropractic Wellness Center including gentle chiropractic adjustments, mechanical force: extracorporeal shock wave therapy, sports injuries, &amp; sports medicine. Assistants, physical therapy &amp; Detox.</td>
</tr>
<tr>
<td>High Desert Chiropractic Clinic</td>
<td>541-388-0573</td>
<td>541-388-0620</td>
<td><a href="http://www.highdesertchiro.com">www.highdesertchiro.com</a></td>
<td>Dr. Joshua Kohn, Dr. Brandon Kohn</td>
<td>8</td>
<td>1994</td>
<td>Holistic healthcare for the whole family, certified chiropractic sports physician, nutritional, exercise &amp; massage therapy.</td>
</tr>
</tbody>
</table>

### NOT ON THE LIST?

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Theresa M Rubadue-Doi, DC, CCSP

Jordan T Doi MSC, DC, CCSP

628 NW York Drive, Suite 104 • Bend, OR 97703

www.NWXHealth.com
Influenza (flu) and COVID-19 are caused by different viruses, although they are both contagious respiratory illnesses. Can I have both flu and COVID-19 at the same time? It is possible to have flu and other respiratory illnesses, including COVID-19, at the same time. And both illnesses can have similar symptoms, making it hard to tell the difference without testing.

Which is more dangerous, flu or COVID-19? It is possible to have flu and respiratory illnesses, including COVID-19, at the same time. And both illnesses can have similar symptoms, making it hard to tell the difference without testing.

Influenza and COVID-19 are caused by different viruses, but both are contagious respiratory illnesses. Can I have both flu and COVID-19 at the same time? It is possible to have flu and other respiratory illnesses, including COVID-19, at the same time. And both illnesses can have similar symptoms, making it hard to tell the difference without testing.

The flu vaccine is recommended for everyone six months of age and older. It is especially important for people at high risk for flu complications (age 65 or older, pregnant women, young children, people with asthma, diabetes, heart disease and other illnesses) to get a flu vaccination this year, as they seem to also be at a higher risk from COVID-19. Why will the flu vaccine protect me from COVID-19? The influenza vaccine will not protect you from the coronavirus (SARS-CoV-2). Flu and COVID-19 are caused by different viruses. How will flu vaccines be given in a pandemic? There may be changes in how flu vaccines are administered due to the pandemic. Check with your healthcare provider for more information. Albert Noyes, PharmD, CDECS, BC-ADM is the Director of Pharmacy Services at Mosaic Medical. In addition to his pharmacy credentials he is also a Certified Diabetes Care and Education Specialist and board certified in Advanced Diabetes Management. He is committed to helping all patients understand their treatment options and to feel empowered to make informed decisions about their health. Outside of work Albert enjoys spending time with his wife and five children, farming, gardening and fishing.

Mosaic Medical, 801 SE Third St., Ste. 105
Bend, OR 97707
541-383-3005
mosaicmedical.org
mosaicmedicalpediatrics.org

Chiropractors (Listed Alphabetically)

Company / Address Phone Fax WebSite/Email Contact Staff CO Year Est. Services

Mosaic Medical Chiropractic
270 SE Third St., Ste. 105
Bend, OR 97707
541-383-3005
541-388-2609
www.bendmcc.com
Dr. Michael D. Tobey
5 1991 Chiropractic, Spinal adjustments.

McHargue Chiropractic Health Center
120 SE Third St.
Bend, OR 97701
541-383-7000
N/A
www.mcmchiro.com
Dr. Daniel McHargue
2 1991 Care for many types of conditions, ocular and orthopedic surgery, chronic pain management, pain relief, patient education.

Medical District Chiropractic
103 N 1st St., Ste. 101
Prineville, OR 97754
541-303-2020
541-303-2029
www.medicaldistrictchiro.com
Dr. Steve Kippley
10 2003 Munafiacranial.com, Mosaic Medical, view our patients 65 years of age and over, we have the CDC-recommended adjuvant vaccine, formulated to provide better immunity against the flu in older adults.

Neubert Chiropractic
620 NW Third St., Ste. 104
Bend, OR 97707
541-388-2620
541-388-2629
www.neubertchiro.com
Dr. Troy Kippley
10 2003 Munafiacranial.com, Mosaic Medical, view our patients 65 years of age and over, we have the CDC-recommended adjuvant vaccine, formulated to provide better immunity against the flu in older adults.

Snow Creek Chiropractic
160 SW Canyon Rd.
Bend, OR 97702
541-388-2429
541-388-2439
www.nwxhealth.com
Dr. Alan Pfeiffer
5 1999 Specializing in treatment of automobile accident & on the job injuries, preferred provider for most insurance.

Slater Chiropractic
1655 SW Highland Ave., Ste. 6
Bend, OR 97702
541-475-6171
541-475-6172
www.mullinsmadraschiropractic.com
Dr. Mark M. Mullins
10 1978 Manual manipulation of the spine & extremities, physical therapy equipment, massage therapy, x-ray facilities & specializing in chiropractic orthopedics.

Sisters Chiropractic
463 NE First St., Ste. 102
Sisters, OR 97759
541-447-6627
541-447-6193
www.slaterchiropractic.com
Dr. Chris Slater, Dr. John D. Slater, Dr. Paul J. Slater DC 12 1996 General chiropractic services.

Snow Creek Chiropractic
620 NW Third St., Ste. 104
Bend, OR 97707
541-388-2620
541-388-2629
www.neubertchiro.com
Dr. Troy Kippley
10 2003 Munafiacranial.com, Mosaic Medical, view our patients 65 years of age and over, we have the CDC-recommended adjuvant vaccine, formulated to provide better immunity against the flu in older adults.

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541-475-6172
www.mullinsmadraschiropractic.com
Dr. Mark M. Mullins
10 1978 Manual manipulation of the spine & extremities, physical therapy equipment, massage therapy, x-ray facilities & specializing in chiropractic orthopedics.

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Sisters, OR 97759
541-447-6627
541-447-6193
www.slaterchiropractic.com
Dr. Chris Slater, Dr. John D. Slater, Dr. Paul J. Slater DC 12 1996 General chiropractic services.

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541-388-2629
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541-475-6172
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541-447-6193
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<th>Phone</th>
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<th>WebSite/Email</th>
<th>Contact</th>
<th>Staff</th>
<th>CO Year Est.</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rosenzweig Orthodontics - Bend</td>
<td>541-382-2286</td>
<td>541-382-1690</td>
<td><a href="http://www.str8bite.com">www.str8bite.com</a></td>
<td>Dr. Brian J. Rosenzweig, DMD</td>
<td>9</td>
<td>1975</td>
<td>Orthodontics.</td>
</tr>
<tr>
<td>Anthony Dental Group</td>
<td>541-988-6312</td>
<td>541-988-6312</td>
<td><a href="mailto:info@anthonydental.com">info@anthonydental.com</a></td>
<td>Dr. Taylor Bachman, DDS</td>
<td>27</td>
<td>1971</td>
<td>General dentistry, Implant &amp; cosmetic dentistry.</td>
</tr>
<tr>
<td>Bend Dental Group</td>
<td>541-383-0746</td>
<td>541-383-0828</td>
<td><a href="mailto:info@benddentalgroup.com">info@benddentalgroup.com</a></td>
<td>Dr. John Borden, DDS</td>
<td>22</td>
<td>1994</td>
<td>General dentistry, Implant &amp; cosmetic dentistry.</td>
</tr>
<tr>
<td>Redmond Dental Group</td>
<td>541-387-1846</td>
<td>541-387-1441</td>
<td><a href="mailto:info@redmondorthodontics.com">info@redmondorthodontics.com</a></td>
<td>Dr. Túlio Maluf, DDS</td>
<td>14</td>
<td>2003</td>
<td>General dentistry.</td>
</tr>
<tr>
<td>Cascade Orthodontics</td>
<td>541-388-1166</td>
<td>541-388-1114</td>
<td><a href="mailto:info@cascadeorthodontics.com">info@cascadeorthodontics.com</a></td>
<td>Dr. Greg Jones, DDS</td>
<td>30</td>
<td>1994</td>
<td>General dentistry, specializing in cosmetic dentistry, Invisalign, IV sedation, TMJ treatment &amp; dental implants.</td>
</tr>
<tr>
<td>Redmond Family Dentistry</td>
<td>541-548-5130</td>
<td>541-548-5746</td>
<td><a href="mailto:info@redmondfamilydentistry.com">info@redmondfamilydentistry.com</a></td>
<td>Dr. Nicole W. Mies, DDS</td>
<td>15</td>
<td>1992</td>
<td>Periodontics.</td>
</tr>
<tr>
<td>La Pine Dental</td>
<td>541-382-5676</td>
<td>541-382-5676</td>
<td>lincolnheightsroddentalcare.com</td>
<td>Dr. Joram Aderhold, DDS</td>
<td>7</td>
<td>1978</td>
<td>General dentistry.</td>
</tr>
<tr>
<td>Prineville Dental</td>
<td>541-389-1053</td>
<td>N/A</td>
<td><a href="http://www.prinevilledental.com">www.prinevilledental.com</a></td>
<td>Dr. Kirk E. Stoller, DDS</td>
<td>11</td>
<td>1999</td>
<td>General &amp; family dentistry.</td>
</tr>
<tr>
<td>Juniper Dental</td>
<td>541-382-1753</td>
<td>N/A</td>
<td><a href="http://www.juniperdental.com">www.juniperdental.com</a></td>
<td>Dr. Chad Stephenson DDS</td>
<td>5</td>
<td>2008</td>
<td>General dentistry.</td>
</tr>
<tr>
<td>Central Oregon Dental Center</td>
<td>541-382-5080</td>
<td>541-382-5105</td>
<td><a href="http://www.cascadenumetrics.com">www.cascadenumetrics.com</a></td>
<td>Dr. Edward Christensen, DDS</td>
<td>20</td>
<td>1993</td>
<td>General dentistry.</td>
</tr>
<tr>
<td>Everson Dental</td>
<td>541-925-2840</td>
<td>541-925-2861</td>
<td>seversondental.com</td>
<td>Dr. Jay Everson, DDS</td>
<td>5</td>
<td>2012</td>
<td>General dentistry, cosmetic dentistry.</td>
</tr>
<tr>
<td>Air General Dentistry</td>
<td>541-389-1000</td>
<td>541-389-1053</td>
<td><a href="http://www.airgeneraldentistry.com">www.airgeneraldentistry.com</a></td>
<td>Dr. Chad Stephenson DDS</td>
<td>5</td>
<td>2008</td>
<td>General dentistry.</td>
</tr>
<tr>
<td>Lone Aster General Dentistry</td>
<td>541-382-7705</td>
<td>541-382-1135</td>
<td><a href="mailto:dentalinfo@bendfamilydentistry.com">dentalinfo@bendfamilydentistry.com</a></td>
<td>Lisa A. Aderhold, DDS</td>
<td>5</td>
<td>2000</td>
<td>General &amp; implant dentistry.</td>
</tr>
<tr>
<td>Bluefish Dental</td>
<td>541-475-0136</td>
<td>541-475-0137</td>
<td><a href="mailto:oradental@bendbroadband.com">oradental@bendbroadband.com</a></td>
<td>Dr. Aderhold, DDS</td>
<td>4</td>
<td>2005</td>
<td>General &amp; implant dentistry.</td>
</tr>
</tbody>
</table>

Continued on Page 79
In the dental care arena, needless to say, PPEs are wildly important, as providers spend most of their working hours hovering over clients’ faces, working in their mouths and dealing with the aerosols that come from saliva being splattered during procedures. But dental care providers in Central Oregon have remained committed to their clients, and are working hard to play catch-up after weeks of having to stall appointments.

Pure Care Dental

“March 18 was when things were really handed down. We were only able to see emergency patients at that point until we were given the go ahead to open again on May 1,” said Brianna Cadwell, office manager at Pure Care Dental in Bend. “There were a good number of dental offices that completely closed and laid everybody off, so we wound up seeing a lot of those emergency patients as well. It kept us afloat.”

During the closure, Cadwell said they laid off about a third of the staff, but that everyone is now back full time. The biggest challenge during the shutdown, she said, was in her role as an employer, with no clear answers from anywhere. “We were also forced to put off client procedures that could have become emergent if we weren’t allowed to perform them for several months. This was on top of the normal financial concerns. When we were shut down, we wanted to make sure we were taking care of staff as well as patients.”

When Pure Care re-opened, Cadwell said they faced seven weeks of backlog in routine care such as cleanings for patients, and are still working hard to get caught up. “We are getting there,” she said with laugh.

Instead of drinking from a cup, it’s like we are now drinking from a firehose, trying to find the space to place patients in terms of catching up. This is the same story with most dental offices in town.

When the new safety protocols were put into place, Cadwell said the change was not drastic for them due to the strict sterilization procedures they were already using. “We are back to close to 100 percent of normal operations. We implemented some new things, but it was not a huge drastic change because we’ve always performed sterilization and cleaning between patients. There are a few additional steps we’ve taken, such as utilizing N95 masks plus another mask over that, and we have put some protective barriers up and installed a high-suction system in every patient treatment room to cut down on aerosols. We’ve also been doing a pre-rinse for every patient before the procedure and we have an air purification system in each room.”

To help offset costs in adding the new equipment, Pure Care was able to procure a local grant in April through East Cascades Works. “That helped with PPE costs; those costs have quadrupled since before the pandemic,” she said, adding, “Things have still been so crazy busy I haven’t even been able to send a thank you note to them yet.”

If there is a silver lining to the situation, Cadwell said it is the “phenomenal, all-in team,” who were ready and excited to start seeing patients again once they were allowed to reopen. “Patients have been very understanding that we can’t get them in for a cleaning for a number of weeks, and that’s been really helpful. It’s surprising how grace-filled everyone has been through this process. We are really thankful for our community, and for the support and encouragement from other businesses and our patients.”
### Dentists (Listed Alphabetically)

<table>
<thead>
<tr>
<th>Company / Address</th>
<th>Phone</th>
<th>Fax</th>
<th>WebSite/Email</th>
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<th>Staff</th>
<th>CO Year</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Studio Nine 30</td>
<td>541-312-7808</td>
<td>541-312-7808</td>
<td><a href="http://www.studionine30.com">www.studionine30.com</a></td>
<td>Dr. Todd A. Schock, DMD, MD</td>
<td>10</td>
<td>2010</td>
<td>General dentistry, including restorative care, cosmetic procedures, orthodontics &amp; surgeries.</td>
</tr>
<tr>
<td>Tony Parsley DMD PC</td>
<td>541-388-9248</td>
<td>541-388-9248</td>
<td><a href="http://www.timmfamilydentistry.com">www.timmfamilydentistry.com</a></td>
<td>Dr. Tony Parsley, DMD</td>
<td>10</td>
<td>2010</td>
<td>General dentistry, including restorative care, cosmetic procedures, orthodontics &amp; surgeries.</td>
</tr>
<tr>
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<td>541-312-7808</td>
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<td>2010</td>
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<tr>
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<td>541-312-7808</td>
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<td><a href="http://www.studionine30.com">www.studionine30.com</a></td>
<td>Dr. Todd A. Schock, DMD, MD</td>
<td>10</td>
<td>2010</td>
<td>General dentistry, including restorative care, cosmetic procedures, orthodontics &amp; surgeries.</td>
</tr>
</tbody>
</table>

**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@cascadbusinesnews.com.**
People are often surprised when they find out just what I do for a living. When I tell them that I guide individuals and families in the distribution of their wealth so that they may live the life they have always imagined, they often say: “I thought you were a financial advisor?” I share with them that I am a financial advisor, however what most people don’t realize is that advising is not simply about returns, crunching numbers and discussing portfolio allocations. It’s much more about people and relationships. We are all made of dreams, hopes and goals as well as concerns and fears — not numbers and data.

When I ask people what’s important about money to them — I find that most associate money with security or freedom — although the definition of these words can often have different meanings for different people. As I help them peel off the layers of the onion to get to their true desires, nearly everyone seems to have the same objective: obtaining true financial peace of mind during their retirement years. Many also wish to leave a legacy behind to loved ones when they pass on. Their intention is to help ensure that their surviving family members and sometimes the charities they care about — also gain financial security and freedom. The challenge for most people is they don’t know where to begin with their estate planning or find it too overwhelming to begin, which leaves them in a state of confusion.

My intention is to inform you of some of the key estate planning changes that have recently occurred, and share a few techniques to help ensure that Uncle Sam isn’t your beneficiary of choice, as well as motivate you to put your estate plan in order. The most important reason to plan is to make sure that what you want to happen after you’re gone actually does. Who gets control of your business? Who gets the family home? Will a special-needs child or grandchild have the necessary funds available?

Planning out your legacy requires the same kind of strategic approach as you would take in planning out your retirement. There are numerous ways people share their wealth with others; giving to children, grandchildren and charities are just a few examples. Similarly, there are a myriad of estate planning strategies to help affluent investors reduce or eliminate potential state taxes.

We’re all aware that the current federal debt and deficits have ballooned to record levels over the past three administrations. I believe no matter which political party is in power, taxes will eventually be increased in order to maintain current government levels. In addition to your estate taxes regardless of your level of assets. Keep in mind that you don’t have to meet or exceed once you calculate in the value of your home. High-income taxpayers will continue to shoulder the burden. In power, taxes will eventually be increased in order to maintain current government levels. I believe no matter which political party is in power, taxes will eventually be increased in order to maintain current government levels. I believe no matter which political party is in power, taxes will eventually be increased in order to maintain current government levels.

The most common types of federal estate taxes are in excess of the $1 million deduction. That’s often not a tough threshold to meet or exceed once you calculate in the value of your home. In the face of severe budget deficits, some states have implemented estate and inheritance taxes that kick in at lower levels than the federal ones, which could result in a bite out of funds you had hoped to pass on. I’m pretty sure that Uncle Sam probably isn’t your beneficiary of choice, so I would urge you to review your estate plan and make sure it reflects your wishes.

In short, you need to pay attention to the rules in your state and think about estate taxes regardless of your level of assets. Keep in mind that you don’t have to wait to die before bequeathing money to your beneficiaries. In addition to your lifetime gift tax exemption, in 2020 you may gift $15,000 each year to one or more individuals. A married couple could exclude over $23 million from estate or gift taxes. Transfers more than the exemption amount are subject to tax at a 40 percent rate and these amounts are scheduled to increase with inflation each year until 2025. This new legislation effectively eliminates the federal estate tax for all but the wealthiest individuals. One caveat is worth noting: these rules are set to expire at the end of 2025. At that time, the exemption amounts will revert to the 2017 levels of just $5 million, adjusted for inflation.

Even if you doubt that you will ever have a taxable estate, it still pays to plan ahead. If you think you don’t have to worry about estate taxes because of the new generous federal estate tax law, please note that for many the estate tax unfortunately does not end with the federal government. Separate state levies are still a big concern for families in 15 states as well as Washington DC. As an example, fiscally challenged Oregon — where we happily reside — is one of a handful of states that imposes its own estate tax. Oregon is an amazing place to live but a horrible state to die in and here’s why. Under current law, if you are an Oregon resident or own assets located in Oregon, and the combined value of your total estate ( wherever it’s located) is in excess of $1 million, your estate must file an Oregon estate tax return and pay Oregon estate tax. The tax rate varies between 10 and 16 percent depending on the size of the estate. The tax applies to all the assets that are in excess of the $1 million deduction. That’s often not a tough threshold to meet or exceed once you calculate in the value of your home.

Money & Investment

Estate of Confusion
Benefits of an Effective Estate Plan

by DAVID ROSELL — Rossell Wealth Management

After years of changes, political arm-twisting and the inescapability of our polarized Congress, the federal estate tax rules have recently changed once again. These new rules are now set permanently into the tax code — at least until the tax code changes again! Thanks to The Tax Cuts and Jobs Act enacted in December of 2017, the amount an individual can exclude from estate taxes (including gifts given during his or her lifetime) has more than doubled. In 2020 it had increased to a generous $11.58 million per person. After all, with smart estate planning, a couple could exclude over $23 million from estate or gift taxes. Transfers more than the exemption amount are subject to tax at a 40 percent rate and these amounts are scheduled to increase with inflation each year until 2025. This new legislation effectively eliminates the federal estate tax for all but the wealthiest individuals. One caveat is worth noting: these rules are set to expire at the end of 2025. At that time, the exemption amounts will revert to the 2017 levels of just $5 million, adjusted for inflation.

Even if you doubt that you will ever have a taxable estate, it still pays to plan ahead. If you think you don’t have to worry about estate taxes because of the new generous federal estate tax law, please note that for many the estate tax unfortunately does not end with the federal government. Separate state levies are still a big concern for families in 15 states as well as Washington DC. As an example, fiscally challenged Oregon — where we happily reside — is one of a handful of states that imposes its own estate tax. Oregon is an amazing place to live but a horrible state to die in and here’s why. Under current law, if you are an Oregon resident or own assets located in Oregon, and the combined value of your total estate ( wherever it’s located) is in excess of $1 million, your estate must file an Oregon estate tax return and pay Oregon estate tax. The tax rate varies between 10 and 16 percent depending on the size of the estate. The tax applies to all the assets that are in excess of the $1 million deduction. That’s often not a tough threshold to meet or exceed once you calculate in the value of your home.

In the face of severe budget deficits, some states have implemented estate and inheritance taxes that kick in at lower levels than the federal ones, which could result in a bite out of funds you had hoped to pass on. I’m pretty sure that Uncle Sam probably isn’t your beneficiary of choice, so I would urge you to review your estate plan and make sure it reflects your wishes.

In short, you need to pay attention to the rules in your state and think about estate taxes regardless of your level of assets. Keep in mind that you don’t have to wait to die before bequeathing money to your beneficiaries. In addition to your lifetime gift tax exemption, in 2020 you may gift $15,000 each year to one or more individuals. A married couple may gift $30,000 to each person. This annual gifting...
SELCO Community Credit Union recently hired Wayne Dickinson as vice president, cash management officer for its Commercial & Business Banking division. In this role, Dickinson will oversee SELCO’s cash management program, from sales and service to commercialization of new and exciting products, in service of local businesses.

Dickinson will be stationed in SELCO’s Old Mill branch in Bend, but his responsibilities will include much of the state, from Portland south to the Eugene-Springfield area and east to Central Oregon.

Dickinson has worked in the banking industry for 33 years, including the last 26 within cash management services. Most recently, he was a senior treasury solutions officer at First Interstate Bank in Bend.

“We’re excited to welcome Wayne to our SELCO team,” said Mike Donaca, vice president of Commercial & Business Banking. “His vast experience within a fun, locally based financial institution setting will ensure the businesses we work with will have an excellent blend of the newest and fastest cash management technologies coupled with the familiarity SELCO is so known for throughout Oregon.”

Dickinson earned a bachelor’s degree in business administration, with an emphasis in insurance, from Washington State University. In 2002, he gained his Certified Treasury Professional (CTP) designation through the Association of Financial Professionals.

In addition to his duties at SELCO, he serves on the board of United Way of Central Oregon. He previously served as a board member and president of the Portland Treasury Management Association and was on the board of the Heart of Oregon Financial Professionals.

Robert Bertini took over as head of the Oregon State University School of Civil and Construction Engineering on August 31.

Bertini comes to the OSU College of Engineering from the University of South Florida, where he was the director of the Center for Urban Transportation Research, professor in the Department of Civil and Environmental Engineering and director of sustainable transportation in the Patel College of Global Sustainability.

“I greatly appreciate the welcoming atmosphere within OSU’s School of Civil and Construction Engineering and I’m looking forward to building on all of the past successes to create a diverse, inclusive school that feels like home for all members of our community,” Bertini said.

Bertini was appointed in 2009 by President Barack Obama as the deputy administrator for research and innovative technology at the U.S. Department of Transportation, where he also led the Intelligent Transportation Systems Joint Program Office and chaired the department’s Innovation Council.

“At the Department of Transportation my position included special responsibility for civil rights within our agency, and we made great strides in strengthening the diversity and collaborative spirit of the organization, building trust with our labor and employee organizations and dramatically improving employee satisfaction as reported through federal employee surveys,” he said. “We focused on the importance of civility in our discourse, and we must also recognize that our choice of words and traditional professional vocabulary may include biases that must be eliminated.”

Bertini has been a faculty member at Portland State and Cal Poly San Luis Obispo and worked in the private sector for seven years as well. From 2002 to 2006, he was the founding director of the Oregon Transportation Research and Education Consortium, a statewide, four-campus, national university transportation center in Oregon.

“Rob is excited to work with the exceptional students, staff, faculty, advisory board members and all of the school’s stakeholders,” said Scott Ashford, Kearney Dean of Engineering at OSU. “He is especially looking forward to continuing and expanding upon OSU’s distinguished tradition of civil and construction engineering and helping advance the new architectural engineering program. We are fortunate to have him and I am looking forward to the continued growth in excellence and reputation of the school under his leadership.”

Bertini’s primary research interests are sustainable transportation solutions, traffic flow theory, intelligent transportation systems, multimodal transportation and proactive traffic management and operations. His research has generated more than $25 million in external funding over his 20-year academic career, and he is a recipient of a National Science Foundation CAREER Award.

Bertini succeeds Jason Weiss, who will remain on the faculty as a professor and the Miles Lowell and Margaret Watt Edwards Distinguished Chair in Engineering.

Mill Point Dental Center welcomes Eric Alston, DMD to their Bend family and cosmetic dentistry practice. Owned by Drs. Michael and Chelsea Longlet, the addition of Alston set plans into motion to become a premier advanced training facility for dental professionals.

“Joining the team at Mill Point Dental was an easy decision,” said Alston. “They have it all — great technology, great patients, great staff and the best location overlooking the Deschutes River.”

Alston, a native Oregonian, received his doctor of medicine degree in dentistry from Oregon Health and Sciences University in Portland. Following graduation, he completed a one-year general practice residency at Veterans Hospital in Portland before starting a dental practice in Medford.

“Delivering the highest quality of care and services to our patients is achieved with the addition of Dr. Alston,” said Dr. Michael Longlet. “Adding another dentist who is reaching for the stars through his education and career is beneficial for the practice and our patients as it helps us deliver a higher quality of care.”

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Cascades Academy Named One of the 100 Best Nonprofits to Work for in Oregon 2020

Cascades Academy has been named one of the 2020 100 Best Nonprofits to Work for in Oregon by Oregon Business Magazine. The rankings were based on the confidential input of employees who answered questions about workplace satisfaction such as benefits, management, trust, work environment and career development. The survey was voluntary and free of charge, and independently calculated by research partner Checkpoint Surveys.

"It is truly an honor to be recognized again by Oregon Business Magazine as one of the 100 Best Nonprofits to Work for in Oregon," said Julie Amberg, head of school. "It has always been a priority for our school to create a culture that both inspires and rewarding for our faculty and staff. We have such a wonderful, talented and dedicated faculty and staff, and I believe this award honors them as well. We are grateful for all of their hard work and excited to be embarking on another school year with them in a few weeks," continued Amberg.

The independent school offers a challenging academic and experiential program for pre-kindergarten through 12th-grade students in Central Oregon, and employs 46 full- and part-time faculty and staff at its campus in Bend.

cascadesacademy.org

Businesses Serving Community

FIRST STORY, HAYDEN HOMES, NEIGHBORIMPACT
First Story, Hayden Homes, NeighborImpact and other local partners collaborated to help three families move into their new homes in Sisters. A special, social distancing, key dedication took place and was attended by the City of Sisters and members of the Hayden Homes and First Story teams.

"All three families are the first in their families to own their own home," Duncan said. Two of the three families currently live and work in Sisters. The nonprofit First Story along with NeighborImpact, reached out to the Sisters community to seek applicants and to help prospective homeowners prepare for the responsibilities of homeownership. The first three families are graduates of NeighborImpact’s HomeSource Program. Each family is grateful for the safety, health and happiness that owning a home brings.

"The nonprofit, First Story, is addressing the affordable housing crisis through an integrated approach that focuses on providing a hand-up to homeownership. First Story, Hayden Homes, NeighborImpact and the City of Sisters have come together for this special project in order to provide affordable homeownership opportunities in Sisters."

Among the homes built in the three-phase Hayden Homes community, McKenzie Meadows Village, will be ten homes dedicated to affordable housing for families qualifying at the Department of Housing and Urban Development (HUD) threshold of 80 percent or below of Adjusted Median Income (AMI). The homes are sold through First Story’s, Hayden Homes’ nonprofit charitable arm, 30-year non-interest loan program.

“We’re doing in Sisters is the largest, most impactful project the nonprofit has ever done,” said First Story Executive Director Claire Duncan. The three families received their keys to their first Story homes in the initial phase of the project, which is expected to take three years to complete.

First Story’s affordable loan program provides zero-down, zero-interest, 30-year loans to qualified individuals purchasing their first home. The First Story homes are triplex units — but they are only attached at the garage and do not share a living-space wall, giving them the feel of a single-family detached home. They are 1,058 square feet with three bedrooms and two bathrooms. They come with appliances, air conditioning, fencing and landscaping in place.

FAMILY ACCESS NETWORK
Mt. Bachelor’s Play It Forward Fund recently granted the Family Access Network (FAN) $25,000 to connect children and families to basic-need resources in Central Oregon. It only takes $100 to give a child FAN advocate services for an entire year, and funds from Play It Forward will ensure that 250 children and their family members who are low income, living in poverty or experiencing homelessness receive basic needs such as: nourishing food, safe shelter, seasonally-appropriate clothing, health care and much more.

“We have so much gratitude for this support from Mt. Bachelor. The fact that they give back to their community during challenging times is a testament to their values. We look forward to continuing this partnership so that we can all come together and support the most vulnerable members of our communities — children living in poverty," says Julie N. Lyche, FAN Foundation executive director.

The Mt. Bachelor Play It Forward Fund was established to provide funding in support of our community successfully navigating challenging times and continuing to thrive for generations to come. The Fund works in partnership with the Oregon Community Foundation, and all donations are directed to local nonprofit organizations that are providing direct community assistance.

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The Collective NWX

in NorthWest Crossing with the addition of 16 private office suites. Located on the ground floor of the Clearwater Crossing building, the expansion is the next chapter of the CNWX coworking community. The new space will feature private offices in a variety of configurations and sizes, and will be built with the same high-quality human potential throughout the building.

“We are thrilled to be able to expand our business and welcome additional members to the CNWX community,” said Kent Oden Dahl, co-owner of The Collective NWX. “The demand for private office space for both individuals and small companies remains strong, despite the uncertainties associated with COVID. Given the challenges that many families are facing trying to balance work with online learning and raising kids, or their partner’s work schedule, we are excited to be an additional resource.”

Understanding that traditional offices and work environments have changed due to COVID-19, The Collective NWX will continue to welcome companies looking to pivot their own office structure. The combination of private offices and flexible workspace that a coworking environment such as CNWX offers allows small-business owners flexibility on lease terms and removes overhead costs and hassles associated with operating an in-person office in the current market.

Since opening in January 2020, owners Sara and Kent Oden Dahl have strived to create a diverse and inclusive community. Most importantly, they envision The Collective NWX as a comfortable, professional space allowing everyone to love where they work.

For more information on the office expansion, availability and pricing, please visit work-collective.com.

work-collective.com

Council on Aging of Central Oregon

The updated building will allow the Council on Aging to offer a broad range of services for seniors under one roof, such as nutrition programs like Meals on Wheels and free community lunches, and social connection, caregiver support and information and assistance to a diverse population throughout Central Oregon.

“We’re proud to be working to transform this amazing and historic space into a safe and welcoming place for seniors and their caregivers to seek help, socialize, and remain connected to our community,” said Susan Rotella, Council on Aging’s Executive Director. “The new space also allows us to work with partners across the tri-county and beyond to build new programs and services to support the future needs of the population in Central Oregon, so that our residents can achieve their fullest potential without regard to age.”

Since the landmark building was completed in 1952, many of its systems and surfaces have aged. The Council on Aging plans to eventually renovate the entire space with the goal of creating a space to help the agency to close in person-in-parking for local older adults (the Council is instead offering drive-through Grab-N-Go meals three days a week), the agency decided to start on critical renovations this summer. With an eye towards the future needs of aging adults, the work in this phase is focusing on safety and vital functional improvements.

The Council on Aging is very grateful to have received financial support for this work from charitable foundations including the Robert W. and Nancy R. Chandler Fund, the J.G. Edwards Fund, the TJ Education Fund, and the Ward Family Fund, all of the Oregon Community Foundation, the St. Charles Foundation, the Bend Foundation, as well as the Deschutes County Board of County Commissioners and numerous generous individuals.

Through our gifts, the help the agency remain a beacon for older adults in the tri-county, so that aging can be recognized as an asset and an opportunity for growth, ingenuity, and creativity.

“With our support, the Council on Aging’s Executive Director Susan Rotella came over and shared their plans for the future,” states Barbara Hess, the Bend Foundation’s executive secretary since 2001. “The building itself is so important to Bend. We supported the Bend Community Center in that building. Now the building is in the Bend Central District, one of the city’s designated growth opportunity areas. What could be better than supporting the Council on Aging and that building together?”

Thanks to so many community members for their support in helping us update this building to make Central Oregon the most age-friendly community possible. councilonaging.org • 541-678-5483

State of Confusion

amount is called the gift tax annual exclusion. These gifts don’t count toward the lifetime $11.58 million exclusion and can add up quickly. A couple with two adult married children, for example, could give $30,000 to each to this year, plus $30,000 to each spouse, for a total of $60,000. With education costs high and rising, these funds could jumpstart a 529 college savings plan for your grandchildren or help with tuition for your loved ones. This situation can be addressed by using a portion of the income interest directed to the charity.

I have always taught my kids that the more they give, the more satisfaction they’ll create in their lives. One example of how we can take this simple concept of giving to the next level is by implementing a Charitable Remainder Trust (or CRT as we love acronyms in our business). When properly structured, it is a win for donors, their heirs and their charity or charities of choice. In addition to the joy of giving, there are several other incentives for charitable contributions that successful people are often not aware of.

Here are the basics:

A donor establishes a CRT by transferring debt-free assets into an irrevocable trust. Once the trustee sells the assets, the proceeds of the sale are invested in an income-producing portfolio. In the case of a married couple, this income can last until the death of the surviving spouse, whereupon the principal of the trust passes outright to the charity of the donor’s choice. Appreciated stock, shares of your business, real estate or other appreciated assets can be converted into an income stream that provides retirement income while eventually assisting a worthwhile cause.

In establishing a CRT, the donor receives the following:

1. An income tax deduction for the present value of the trust’s remainder interest directed to the charity.
2. Lifetime annual income for the donor and spouse.
3. The satisfaction of helping a worthy cause, as the principal of the trust is distributed to a designated charity.
4. The potential to avoid capital gains taxes.
5. A more diversified investment portfolio.
6. The reduction or elimination of potential estate taxes, as the donor’s estate is reduced by the assets transferred into the trust.

If you currently own highly appreciated assets such as your business, stocks or Central Oregon real estate and would like to sell the asset but are concerned about paying a large capital gains tax, a CRT allows you to enjoy the benefits of the appreciated assets without having to pay any capital gains taxes. A CRT may offer substantial financial flexibility, even to middle-income bracket taxpayers who have held onto non-income producing assets simply because they don’t know about helpful alternatives. Developing strategies to reduce estate taxes while increasing charitable contributions may be important priorities, however most of the people I work with (understandably) don’t wish to disinherit their loved ones and I address this situation using a technique called the Charitable Remainder Trust (CRT). A CRT is a trust, generated by the CRT to purchase a wealth replacement life insurance policy. The amount of insurance replaces the value of the assets gifted to the CRT, which will eventually pass to your named charities. When properly structured, the proceeds of the policy can go both to your income and estate taxation to the family’s children or heirs at the death of the surviving spouse.

Business owners, families and individuals can benefit from the use of CRTs in achieving charitable as well as financial objectives. CRTs, however, are governed by a complex network of regulations. To ensure that all of these moving parts are set up properly, a CRT must be structured by an experienced estate planning team that includes an estate planning attorney, CPA and a wealth manager who is also a life insurance expert. The benefits of a CRT are significant. In review, they can reduce your income taxes now, your estate taxes when you die and allow you to help a charity that’s meaningful to you. In other words, you can still reap a benefit from the assets you leave to your children while benefiting your charity.

David Rosel is president of Rosel Wealth Management in Bend, RoselWealthManagement.com. He is the creator of Recession-Proof Your Retirement, author of Failure is Not an Option — Creating Certainty in the Uncertainty of Retirement and Keep Climbing — A Millennials’ 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.

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RoselWealthManagement.com

Midtown Place

identified in the 2015 plan. Pinnacle worked with Housing Works to prepare a responsive plan that is now being implemented. The City provided the property at a discounted price and gap financing through a low-interest loan, in addition to a System Development Charge buy-down, streamlined and expedited permitting process, and permit fee waivers. Because of community support, including a four percent low-income tax credit from Oregon Housing and Community Services, families will thrive, and the neighborhood will begin to transform.

Pacific Construction & Development will begin the foundation in September. The project will be completed next fall. Ashley & Vance Engineering is providing structural and civil engineering and Sazan Group is supplying mechanical, electrical and plumbing engineering services.

To view a video of the project, visit pinnaclearchitecture.com/portfolio/midtown-place.

PinnacleArchitecture.com • 541-388-9897

Marketplace

Estate of Confusion

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the Collective NWX

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If you currently own highly appreciated assets such as your business, stocks or Central Oregon real estate and would like to sell the asset but are concerned about paying a large capital gains tax, a CRT allows you to enjoy the benefits of the...
Central Oregon Business Calendar

September 2
6pm City of Bend City Council Virtual Work Session. www.bendoregon.gov/councilagenda.

September 4
8:30am Redmond Chamber Virtual Coffee Clatter. Facebook Live.

September 11
8:30am Redmond Chamber Virtual Coffee Clatter. Facebook Live.

September 15
8am Visit Bend Virtual Board of Directors Meeting. Open to the public, RSVP to valerie@visitbend.com for Zoom link.

September 17

Building Permits

COMMERCIAL PERMITS WEEK ENDING 8-14-2020

City of Bend

$240,000.00 - Commercial Alteration (Waterside Building) at 2445 NE Division St. Bend 97703 OR Owner: Date Street Holdings, LLC 1585 Kapiolani Blvd. #11040 Honolulu, HI 96814 Builder: Fortress Group, Inc. 541-419-6406 Permit # 20-2140

$209,374.00 - Commercial Alteration (Sun Mountain Fun Center) 32,275 sf. at 300 NE Bend River Mall Ave. Bend 97703 OR Owner: Sun Mountain Holdings, LLC 300 NE Bend River Mall Ave. Bend, OR 97703 Builder: CS Construction 541-617-9190 Permit # 20-1143

$185,000.00 - Commercial Alteration (O'Reilly Auto Parts) 12,500 sf. at 1628 NE 3rd St. Bend 97701 OR Owner: Bend of 3 Encore, LLC 12802 Bonita Heights Dr. Santa Ana, CA 92705 Builder: CS Construction 541-617-9190 Permit # 20-1143

$105,000.00 - Commercial Alteration (Lunchbox) 11,188 sf. at 63028 Layton Ave. Bend 97701 OR Owner: Loophole Holdings, LLC 63028 Layton Ave. Bend, OR 97701 Permit # 20-2552

$26,775.00 - Commercial Alteration (Swag Offroad) 10,382 sf. at 20652 Carmen Ln. Bend 97702 OR Owner: Blue Juniper, LLC 8080 NW Grubstake Wy, Redmond, OR 97756 Builder: Storage and Handling Systems 503-640-5666 Permit # 20-2712

$25,000.00 - Commercial Alteration (AT&T Cell Tower) at 61179 Hamilton Ln. Bend 97702 OR Owner: Roats Family Trust 61147 Hamilton Ln. Bend, OR 97702 Builder: Ericsson, Inc. 972-583-0000 Permit # 20-3037

$15,000.00 - Commercial Alteration (US Cellular Tower) at 105 SE Bridgeford Blvd. Bend 97702 OR Owner: Upshift, LLC 61171 Hitching Post Ln. Bend, OR 97702 Builder: Tool Tech, LLC 503-453-7624 Permit # 20-2723

COMMERCIAL PERMITS WEEK ENDING 8-21-2020

Deschutes County

$1,371,488.00 - Commercial Addition (High Lakes Christian Church) 7,109 sf. at 52620 Day Rd. La Pine 97739 OR Owner: High Lakes Christian Church, Inc. 52620 Day Rd. La Pine, OR 97739 Builder: Perry Walters Construction, Inc. 541-536-2746 Permit # 247-20-000854-STR

$389,840.00 - Commercial Detached Accessory Structure 8,000 sf. at 57380 Sun Eagle Ln. Bend 97707 OR Owner: Sunriver Owners Association PO Box 3278 Sunriver, OR 97707 541-593-2411 Permit # 247-18-005449-STR

City of Redmond

$10,000.00 - Commercial (Origins Organics, Inc) at 1263 SW Lake Rd. Redmond 97756 OR Owner: Paul C Cahill & Kenneth Roy Faulkner Jr. 63765 Deschutes Market Rd. Bend, OR 97701 Builder: Airgas USA, LLC 530-978-6334 Permit # 711-20-001586-STR

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Your Life. Your Story.

Your life has purpose and your story reflects that. From day one, your Partners In Care team will listen closely to understand what is most important to you. The more we know you, the better we can give you the best care possible.

In a beautiful video produced in collaboration with BendFilm and videographer Bradley Lanphear, three stories are told from the experience of our hospice and palliative care patients.

Life & Depth is now available for viewing at PartnersBend.org and will be premiered at BendFilm’s upcoming “drive-in” event. Watch for details.

Partners In Care

(541) 382-5882 | PartnersBend.org

Hospice | Hospice House
Home Health | Transitions
Palliative Care | Grief Support

"Your final chapter can be one of real depth and meaning. Through their care, my mom was available to me again as a mother and I was able to reenter my favorite role which is being her daughter."
-Diane Murray-Fleck

"I don’t have a bucket list because it is not about the things I want to accomplish; it is about the people I want to love. Palliative care is an incredible way of supporting what we want life to look like."
-Ely Reynolds

"Through hospice, we gained the control, peace, and healing that everybody had talked about. They took care of Ben at Hospice House in a way that changed the whole experience for our family."
-Shawna Bryan