



Made in Bend Tour Showcases Breadth of Product Creativity

**EDCO Outdoor Virtual Event Streams Videos
Highlighting Local Companies' Craft**



PHOTO | COURTESY OF EDCO

by **SIMON MATHER** — CBN Feature Writer

Economic Development for Central Oregon (EDCO's) latest "Made in Bend" tour — presented in a novel "drive-in" style this year due to COVID restrictions — showcased the renowned diversity of our local economy, with a trio of companies, including one dating back to the 1940's, illustrating the breadth of entrepreneurial spirit in the region.

Attendees seated outdoors in the parking lot of EDCO's Old Mill District headquarters were given a glance at the inner workings of local firms making compelling products through virtual tours streamed via hi-tech LED screens, courtesy of Bend-based event production experts Flip Flop Sounds. Company representatives were also on hand afterward for an informative Question & Answer session.

First on the menu was Red Plate Foods, which is on a mission to connect people over delicious foods that are safe for everyone, including people with food allergies and celiac disease.

Company founders Becca and Chell Williams said that though they may produce healthy cookies, cupcakes, granola or muffins, they are primarily in the business of making life "normal" for people with special diets. The company name actually derives from a family tradition started in the 1970's and the Williams clan continues to recognize accomplishments and special events like birthdays by serving the celebrated person with a red plate.

Red Plate makes baked goods that are vegan and free of the top eight food

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, health-care 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



A VISION THERAPY PATIENT WEARS THE REQUIRED MASK DURING HIS TREATMENT | PHOTO COURTESY OF ELEMENTAL EYECARE

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.

Midtown Place A Vision for Energizing Redmond's Mid-Town

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

Workforce families fuel 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.



MIDTOWN PLACE | RENDERING COURTESY OF PINNACLE ARCHITECTURE

Indoor and Outdoor bike storage plays homage to the Central Oregon lifestyle. Providing a mix of community space and quality units help our community members build a better future.

This project is an excellent example of community engagement and strategic planning. The City of Redmond crafted a Mid-Town Plan in 2015 to help link the Downtown Urban Renewal District, Downtown and the Medical District to create a more vibrant, sustainable community. To incentivize development, the City published a request for proposals from developers for ideas. The site was one of four opportunity infill areas



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INSIDE THIS ISSUE

Business & Industry	2
Hot News	3
City Desk	4
Annual Central Oregon Healthcare Supplement	9
Physicians Groups & Clinics...	10
Hospitals.....	12
Emergency Transportation.....	12
Physical & Occupational Therapy.....	16
Eye Care	20
Audiologists	24
Cosmetic Surgery	24
Assisted Living Facilities	26
Retirement Communities	26
Home Assistance	28
Chiropractors.....	30
Dentists	32
Money & Investment.....	35
Who's Who	36
Businesses Serving Community ...	37
Business Calendar	39
Permits	39



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ABIGAIL MORSE	19
JENNIFER ZARDINEJAD.....	25
BRAD PORTERFIELD	25
RACHEL REEVES	27
DESCHUTES COUNTY HEALTH SERVICES DISPATCH.....	29
ALBERT NOYES.....	31
LINDA QUON	34
DAVID ROSELL.....	35

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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.



PHOTO | COURTESY OF COUNCIL ON AGING OF CENTRAL OREGON

Continued on Page 38 ►

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

Continued on Page 38 ►

RECENT TRANSACTIONS

Broker **Terry O'Neil, CCIM** of **Compass Commercial Real Estate Services** represented the buyer, **Big B, LLC**, in the sale of 350 NE Addison Avenue in Bend. The 15,000 SF industrial building on 1.71 acres was purchased for \$2,850,000.

Compass Commercial Real Estate Services brokers **Ron Ross, CCIM**, **Dan Kemp, CCIM**, **Pat Kesgard, CCIM** and **Kristie Schmitt** represented the buyer, **Deschutes Public Library**, in the purchase of 12.75 acres of commercial land located at 63405 NE Highway 20 in Bend for \$1,350,000. The Library intends to build a new district-wide flagship library facility on the site.

Broker **Robert Raimondi, CCIM** of **Compass Commercial Real Estate Services** represented the seller, **Aero Facilities, LLC**, in the disposition of a 3,600 SF hangar on 24 acres located at 63205 Gibson Air Road in Bend.



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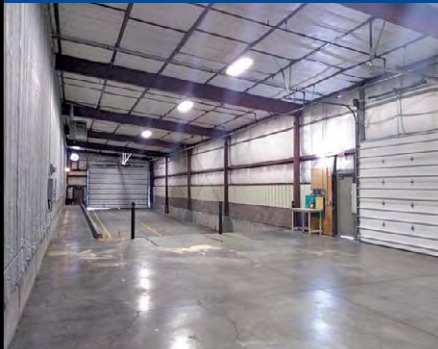
\$3,200,000

60909 SE 27th Street, Bend

10 acre parcel in the proposed SE Area Special Planned District. Sale includes Bend Pet Resort, a profitable business, four industrial buildings and a single family residence. Adjacent 28.1 acres also for sale.

Contact **Al Eastwood**
541.350.0987

• FOR LEASE •



\$7507.50/Mo.

273 SE 9th Street #160, Bend

11,550 SF Industrial warehouse space with dock high loading and 14 ft. roll-up door. Easily accessed off HWY 97.

Contact **Meg Watkins**
541.530.1620

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Contact **Paula Van Vleck**
541.280.7774

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Contact **Bill Pon**
541.815.4140



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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.

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

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

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.




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An Appraiser’s Inside Tips to Make Your Business Attractive to Investors

by **LAURA LEMCO, Certified Valuation Analyst — Cascade Valuation Services**

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



Refine Medical - Treatment Room Interior Build Out

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Higbee Dental - New Dental Office Construction

Made in Bend Tour

Continued from page 1

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."



RED PLATE FOUNDERS BECCA AND CHELL WILLIAMS | PHOTO COURTESY OF RED PLATE



ARGONAUT CYCLES OWNER BEN FARVER | PHOTO COURTESY OF ARGONAUT CYCLES

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



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Is Personal Accountability Vital to Your Success?

by ANN GOLDEN EGLÉ, 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. It can lead to burnout in individuals who choose to not be personally accountable.

To complicate issues, most of you are now working from home, out of sight from supervisors and co-workers. Not every effort produces results, so who measures your accountability and how?

Accountability, according to Webster, is an obligation or willingness to accept responsibility or to account for one's actions. Harvard Business School defines accountability as being about delivering on a commitment. It is a responsibility to an outcome, not just a set of tasks. It is taking initiative with thoughtful, strategic follow-through.

Organizations across the board struggle with accountability. According to author and transformational leader Anne Loehr, 93 percent of employees don't even understand what their organization is trying to accomplish so they can align themselves with that goal. Additionally, 85 percent of leaders are not specific enough when defining what their employees should be working on.

While focus and criticism are most often placed on business accountability, personal accountability is equally if not more important. Personal accountability is that feeling at the end of the day that you accomplished something, you created a vision, set a goal and made it happen. Personal accountability is what keeps you motivated, inspired, in the game and reaching higher.

Why is accountability, both business and personal, so important especially in this year of chaos?

Trust. Trust is difficult to attain and easy to lose in any business environment. This year of turmoil has diminished trust in many ways. On our running trails friendly faces who used to smile and happily greet you on a sunny day now steer away and rarely look in your direction. Politically, there has never been a wider, more vocal gap. Of course, this lack of trust bleeds into the work environment.

You can be and make the difference. Leaders who live by personal accountability build trust within teams and organizations. People know that they can depend on one another. Leaders who are accountable are more likely to be trusted and respected because people know that they will keep their word.

Healthy relationships and work culture. When everyone from the top to the bottom takes on personal accountability for following through on promises, not blaming others for mistakes and supporting others in achieving goals, it creates a healthy and positive work culture. As a result, this breeds strong relationships, clear communication, confidence and enhances productivity.

Time and money. Personal accountability can save time and money. People who take responsibility for their actions speak up, ask more questions to ascertain if they are on the right track, bring people in when they need their expertise.



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.

Inspiration. Being in the presence of individuals whom you know you can trust to follow through on their word is inspiring. Meetings are shorter, to the point, clearer, easier, more productive and stimulating. You are motivated to learn from and emulate these leaders.

How personally accountable are you to yourself, your team, your profession, your business?

As you read this article, do instances appear in your mind of times when you chose to be accountable? Or perhaps times when you avoided being accountable? Either way, what results did you create? In case you have room for improvement, here are a few tips.

Be honest. With all the complicated situations my clients find themselves in professionally, solutions always come down to the simplicity of speaking their truth. Success comes when you are completely honest with yourself, and with others. This means setting aside your pride and admitting when you have made a mistake. Oftentimes honesty means providing perspectives that people do not want to hear for the greater good of your organization.

Do not overcommit. Knowing what your strengths, abilities, time and energy limitations are is vital in determining whether you can commit to a new project. The key is to slow down and ask yourself why you want to take on this new endeavor. Is it ego, desire to learn new skills, work with someone whom you admire? Be honest. When you take on too much, something will eventually fall through the cracks. That means you have let someone down, most often yourself. Take a breath to consider the benefits and consequences before saying yes.

Be willing to change. A personally accountable leader or team member is engaged in the newest developments influencing their industry, locally and nationally. In pursuing personal accountability, continually analyze the direction of your work. Are you doing the same tasks and pursuing the same goals you were last year or is your focus fresh and relevant? What is going exceptionally well, what can be improved upon, what you need to learn to get to that next level. Ask for and be open to feedback. Create essential changes.

In closing, I believe personal accountability is not only vital to your success, but your longevity, career satisfaction and self-esteem. It is a promise that you make to yourself as you enter any profession or endeavor, to be the best that you can be, to learn and contribute to the highest of your abilities. I challenge you to put one concept described above into practice today. Enjoy creating new outcomes.

Executive and Leadership Coach Ann Golden Eglé, MCC, has steered successful individuals to greater levels of success since 1998. Ann is President of Golden Visions & Associates, LLC, can be reached at 541-385-8887, ann@gvasuccess.com or GVAsuccess.com. Subscribe to Ann's internationally acclaimed 'Success Thoughts' e-zine on her website.
GVAsuccess.com

Hotel Industry Facing Historic Wave of Foreclosures

A new national report shows that the hotel industry is facing a historic wave of foreclosures as the COVID-19 pandemic continues to devastate small-business hotel owners and its workforce. Since the beginning of the pandemic, the hotel segment has faced a historic number of delinquencies and is the most heavily hit sector of the commercial mortgage-backed securities (CMBS) market. Nearly 4,000 hotel industry leaders sent an urgent letter to Congress urging immediate action to help hotels avoid foreclosure and the loss of tens of thousands of jobs.

The report, compiled by Trepp, shows that the percentage of loans that are 30 or more days delinquent is 23.4 percent as of last month — the highest percentage on record. By comparison, the percentage of hotel loans that were 30 or more days delinquent at the end of 2019 was 1.3 percent.

From a financial perspective, the report shows that \$20.6 billion in hotel CMBS loans were 30 or more days delinquent as of July, compared to \$1.15 billion as of December 2019. The highest volume of delinquent hotel loans during the Great Financial Crisis was \$13.5 billion. The current percentage of loans that are delinquent now exceeds the highest level during the Great Financial Crisis by 53 percent.

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.

"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

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.

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 tourism industry can survive and recover when the public health crisis subsides."

Rogers said the HOPE Act would address the unique challenges of commercial real estate. It would provide commercial property owners the temporary liquidity they need to keep their doors open in exchange for a preferred equity interest in the property. The

legislation would not require any new funding and would utilize existing appropriations from the CARES Act Economic Stabilization Fund.

Other major hotel industry leaders expressed an urgency for Congress to step up to help struggling hotel businesses before it is too late.

"The economic fallout from the COVID-19 pandemic is decimating the travel and tourism sector, especially small businesses like hotels. That's why we need Congress to 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 AAHOA. "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 Preferred Equity lending facility would provide relief and could help

stimulate the economic situation in communities throughout the United States," said Lynette Montoya, president and CEO of the Latino Hotel Association (LHA).

"The HOPE Act is essential in helping provide hotel owners with liquidity when we need it most and will serve to help keep businesses open, thus saving local jobs," said Andy Ingraham, president and CEO of the National Association of Black Hotel Owners, Operators and Developers (NABHOOD).

ahla.com

CENTRAL OREGON HEALTHCARE

Cascade Business News

September 2, 2020
Cascade Business News

Physicians Groups & Clinics.....	10
Hospitals	12
Emergency Transportation.....	12
Physical & Occupational Therapy	16
Eye Care Surgery Clinics	20
Audiologists.....	24
Cosmetic Surgery	24
Assisted Living Facilities	26
Retirement Communities	26
Home Assistance Services	28
Chiropractors.....	30
Dentists	32



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Physician Groups & Clinics (Listed Alphabetically)

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Doctors	Other Area Locations	Patients Per Month	Services
Bend Dermatology Clinic, LLC 2747 NE Connors Ave., Bend, OR 97701	541-382-5712	541-382-2605	www.bendderm.com suzanne@bendderm.com	Suzanne Maitland	45	1980	5	Central Oregon	3,300	Diseases & surgeries of the skin.
Bend Hernia Center 2450 Mary Rose Pl., Ste. 210, Bend, OR 97701	541-383-2200	541-383-5170	www.bendherniacenter.com wimel@bendsurgicalassociates.com	Michael J. Mastrangelo, M.D., FA	6	2003	1	N/A	200-250	Laparoscopic & Robotic surgery. All types of hernia repair & general surgery.
Bend Surgery Center 1303 NE Cushing, Ste. 200 Bend, OR 97701	541-318-0858	541-318-6740	www.bendsurgery.com website@bendsurgery.com	Jason Winters	100	1997	N/A	N/A	1,000	Ambulatory surgery.
Bend Urology Associates, LLC 2090 Wyatt Ct., Ste. 101 Bend, OR 97701	541-382-6447	541-388-6862	www.bendurology.com patriciap@bendurology.com	Patricia Parker	50	1964	4	Redmond, 541-382-6447	1,900	Male, female & pediatric disorders of the urinary tract, comprehensive incontinence treatment, board certified & board eligible surgeons.
Cascade Direct Care 198 NE Combs Flat Rd. Prineville, OR 97754	541-362-8688	541-550-7779	www.cascadedirectcare.com cascade.reception@gmail.com	Lindsey G. McKay PA-C	4	2013	Lindsey McKay, PA-C	N/A	N/A	Family medicine clinic & primary direct care office that offers primary care services to its members for a monthly fee including minor in-office procedures & many labs. Insurances accepted as well.
Cascade Surgicenter 2200 NE Neff Rd., Ste. 100 Bend, OR 97701	541-322-2395	541-322-2394	www.cascadesc.com	Cammy Gilstrap	45	2006	See website	N/A	500	Outpatient surgeries by The Center physicians, as well as pre- & post- operative care. Specialty areas include minimally invasive knee & shoulder arthroscopy, carpal tunnel surgery, pain management injections & other outpatient surgical procedures. Pediatric dentist, podiatry.
Central Oregon Clinical Genetics Center 143 SW Shevlin-Hixon Dr., Ste. 203 Bend, OR 97702	541-678-5417	541-678-5466	www.cocgc.org oschirripa@hipaamail.us	Osvaldo A. Schirripa, M.D., M.S.	1	2010	1	Grants Pass	40	Identification, management & prevention of genetic disorders/diseases.
Central Oregon Dermatology 388 SW Bluff Dr. Bend, OR 97702	541-678-0020	541-323-2174	www.centraloregondermatology.com info@centraloregondermatology.com	Mark A. Hall, M.D	9	2000	1	Bend, La Pine, Redmond, Madras	450	General dermatology & specializes in skin cancer diagnosis & skin cancer surgery & various cosmetic procedures involving Botox, Juvederm, Restylane, Radiesse, laser treatment, phototherapy & photodynamic therapy.
Central Oregon Ear, Nose & Throat, LLC 2450 NE Mary Rose Pl., Ste. 120 Bend, OR 97701	541-526-1133	541-385-4935	www.coent.com	Dr. Ryan P. Gallivan, M.D.	20	1970	5 physicians, 2 audiologists	N/A	2,000	Ear, nose, throat & hearing.
Central Oregon Family Medicine, P.C. 645 NW Fourth St. PO Box 460 Redmond, OR 97756	541-923-0119	541-923-3228	www.cofm.net	Lori Wells	10	1981	3	N/A	900	Family medicine.
Central Oregon Pediatric Associates (COPA) 760 NW York Dr., 2nd Floor Bend, OR 97703	541-389-6313	541-389-8760	www.copakids.com wmiller@copakids.com	Wade Miller	104	1975	See website	See website	4,200	Pediatric & adolescent medicine.
Central Oregon Radiology Assoc. PC 1460 NE Medical Center Dr., Ste. 180 Bend, OR 97701	541-382-6633	541-382-9327	www.centraloregonradiology.com keharvey@cmille.org	Kate E. Harvey	260	1947	28	Redmond & Bend South Side	7,500	MRI, CT, ultrasound, nuclear medicine, PETI, mammography, x-ray, DXA, vascular/ interventional radiology.
Central Oregon Regional Pathology Services 1348 NE Cushing Dr. Bend, OR 97701	541-382-7696	541-389-5723	www.copcnet jdover@copcnet	Cheryl Younger, MD	18	2000	6	N/A	N/A	Pathology services.
Deschutes Osteoporosis Center 2200 NE Neff Rd., Ste. 302 PO Box 490 Bend, OR 97701	541-388-3978	541-278-8366	www.deschutesosteoporosiscenter.com	Dr. Molly Omizo, MD	2	2010	1	N/A	35	Care for osteoporosis & bone health.
Deschutes Rheumatology 2200 NE Neff Rd., Ste. 302 Bend, OR 97701	541-388-3978	541-278-8366	www.bendarthritis.com	Menlee Silverstein	14	2012	3	N/A	400	Rheumatology services.
Desert Orthopedics, LLP 1303 NE Cushing Dr., Ste. 100 Bend, OR 97701	541-388-2333	541-388-0930	www.desertorthopedics.com	Michael Ryan, MD	60	1995	27	Redmond, 541-548-9159	1,900	Joint reconstruction & replacement surgery spine disorders & diseases pediatric orthopedics adult & adolescent sports medicine hand & upper extremity disorders foot & ankle rehab physical medicine trauma & orthoscopic surgery.
Doctors Park Surgery Center 2090 Wyatt Ct., Ste. 102 Bend, OR 97701	541-389-5931	541-389-5932	N/A	N/A	14	2002	5	N/A	300	Outpatient ambulatory surgery.
East Cascade Women's Group 2400 NE Neff Rd., Ste. A Bend, OR 97701	541-389-3300	541-389-8115	www.eastcascadewomensgroup.com	Jeff Stewart	36	1994	8	N/A	Over 2,000	OB/GYN
Endocrinology Services Northwest 929 SW Simpson Ave., Ste. 220 Bend, OR 97702	541-317-5600	541-317-5676	www.endonorthwest.com	Patrick McCarthy, MD	5	2012	2 MD's, 2 P.A.'s	Redmond, 541-504-1400	1,200	Diabetes, thyroid & cholesterol disorders, hormonal imbalances & testosterone deficiencies.
Gastroenterology of Central Oregon 2239 NE Doctors Dr., Ste. 100 Bend, OR 97701	541-728-0535	541-647-5125	N/A	Dr. Glenn Koteen, MD	2	2007	1	N/A	120	Specializing in liver disease, diagnostic, therapeutic, GI & endoscopy.
High Lakes Health Care - Bend-Upper Mill 929 SW Simpson Ave., Ste. 300 Bend, OR 97702	541-389-7741	1-541-278-8375	www.highlakeshealthcare.com	Dan McCarthy	170	1996	16	See website	4,000	Primary care/family practice, internal medicine, physical medicine & rehabilitation, pediatrics, GYN, cardiology.
InFocus Eye Care 2450 NE Mary Rose Pl., Ste. 110 Bend, OR 97701	541-318-8388	541-318-7145	www.infocus-eyecare.com info@infocus-eyecare.com	Dr. Winter Lewis, OD, Dr. Ida Alul, MD, Dr. Patricia Buchler, MD, Dr. Elizabeth Potvin, OD	35	1998	6	N/A	1,800	Specializing in advanced cataract surgical techniques, LASIK, surgery & eyelid surgery. Comprehensive eyecare, Botox treatments & on-site fashion eyewear & more. Additional providers: Dr. Meryl Sundy, MD & Dr. Emily Karben, OD.
Inovia Vein Specialty Center 2200 NE Neff Rd., Ste. 204 Bend, OR 97701	541-382-8346	541-382-5796	inoviavein.com kristen@inoviavein.com	N/A	12	2005	2	N/A	N/A	Complications from varicose veins, compression therapy, Endovenous Vein Ablation, ambulatory phlebectomy.
Madras Medical Group 76 NE 12th St. Madras, OR 97741	541-475-3874	541-475-3503	www.madrasmedicalgroup.com info@madrasmedicalgroup.com	Bob Jones	20	1974	6	N/A	1,600	Family practice.
Mosaic Medical - East Bend 2084 NE Professional Ct. Bend, OR 97701	541-383-3005	541-383-1883	www.mosaicmedical.org	Bridget McGinn	365	2004	See website	Prineville, Madras, Redmond	Approximately 600	Primary Care for the insured & uninsured of all ages, pediatrics.
Mosaic Medical - Madras Office 850 SW Fourth St., Ste. 101 Madras, OR 97741	541-838-3005	N/A	www.mosaicmedical.org	Natalie Dacuzzi	25	2004	3	Prineville, Bend, Redmond	580	Primary care for the insured & uninsured of all ages; prenatal care.
Mosaic Medical - Prineville Office 375 NW Beaver St., Ste. 101 Prineville, OR 97754	541-383-3005	N/A	www.mosaicmedical.org	Mari Enders	25	2004	7	Bend, Madras, Redmond	N/A	Primary care for the insured & uninsured of all ages.

Continued on Page 12

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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 staggers 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 reimagine 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.

synergyhealthbend.com



SYNERGY HEALTH & WELLNESS'S ABBY DOUGLAS, RDN, PREPARING FOR A TELEHEALTH NUTRITION THERAPY APPOINTMENT | PHOTO COURTESY OF SYNERGY HEALTH & WELLNESS



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Physician Groups & Clinics (Listed Alphabetically)

CONTINUED FROM PAGE 10

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Doctors	Other Area Locations	Patients Per Month	Services
Mosaic Medical - Redmond Office 1250 SW Veterans Way, Ste. 120 Redmond, OR 97756	541-383-3005	541-383-1883	www.mosaicmedical.org	N/A	20	2004	See website	Prineville, Bend, Madras	N/A	Primary care for the insured & uninsured of all ages.
Mosaic Medical Internal Medicine - Bend Internal Medicine Clinic 2965 NE Conners Ave., Ste. 280 Bend, OR 97701	541-383-3005	541-383-1883	www.mosaicmedical.org	Dr. Divya Sharma, M.D., M.S.	50	2013	See website	Prineville, Madras, Redmond	N/A	Primary care services for adults.
Mountain Medical Immediate Care 1302 NE Third St. Bend, OR 97701	541-388-7799	541-317-0533	www.mtmedgr.com sklar@mtmedgr.com	Stacey Klar	19	1986	6	N/A	1,200	Urgent care & occupational health services. Travel medicine.
Name Your Care 3818 SW 21st Pl., Ste. 100 Redmond, OR 97756	541-548-2899	541-504-3781	www.yourcaremedical.com deb@yourcaremedical.com	Debora Wattenburg	18	2013	6	N/A	800	Walk-in same day medical care. Urgent care & occupational medicine including work comp.
Northwest Brain & Spine 2115 NE Wyatt Ct., Ste. 201 Bend, OR 97701	541-585-2400	541-585-2407	www.neuronwbs.com ckaucr@nwbrainandspine.com	Dr. Kent Yundt, Dr. Anthony Hadden	50	2004	2	N/A	1,000	NeuroSurgical treatment of the brain & spine, injections.
Northwest Medi Spa 447 NE Greenwood Ave. Bend, OR 97701	541-318-7311	541-318-2884	www.northwestmedispa.com northwestmedispa@gmail.com	Dr. Rebecca Nonweiler	5	2002	1	Klamath Falls	500	Array of medical aesthetics procedures to help you look & feel your best.
Optima Foot & Ankle 1506 NE Williamson Blvd. Bend, OR 97701	541-383-3668	541-383-4546	www.optimafootandankle.com brandi@optimafootandankle.com	Brandi Abbas	8	1997	2	Redmond	800	Comprehensive foot & ankle treatment for all ages. Ingrown toenails to reconstructive foot & ankle surgery. Cold laser therapy for toenail fungus.
Redmond Medical Clinic 1245 NW Fourth St., Ste. 201 Redmond, OR 97756	541-323-4545	541-323-4546	www.redmondmedical.com aharris@redmondmedical.com	Adrien Harris	7	1999	1 & 2 FNP	N/A	1,400	Preventative care for adults, Chronic & acute illness, primary care & board certified internists.
St. Charles Family Care - Bend East 2600 Neff Rd. Bend, OR 97701	541-706-4800	541-706-4806	www.stcharleshealthcare.org kmcallon@stcharleshealthcare.org	Kevin Callon	35	2011	7	See website	N/A	Family practice, pediatrics, women's health, travel medicine & osteopathic manipulation therapy.
St. Charles Family Care - Bend South 61250 SE Coombs Place Bend, OR 97702	541-706-5935	N/A	www.stcharleshealthcare.org dnstafford@stcharleshealthcare.org	Daggi Stafford	9	2015	9	See website	N/A	Family practice, pediatrics, women's health, travel medicine, internal medicine, sports medicine, minor surgery.
St. Charles Family Care - Madras 480 NE A St. Madras, OR 97741	541-475-4800	541-475-4805	www.stcharleshealthcare.org	Joe Gillespie	2	1967	4	See website	N/A	Full family care specialty; interest focus on preventative health care for chronic conditions, disease & end of life care.
St. Charles Family Care - Prineville 384 SE Combs Flat Rd., Ste. 1200 Prineville, OR 97754	541-447-6263	541-447-8724	www.stcharleshealthsystem.org glkessi@stcharleshealthcare.org	Gretchen Kessi	23	2008	7	See website	N/A	Routine/preventive care, disease management, women's healthcare, sports medicine, general surgery, mental health care.
St. Charles Family Care - Redmond 211 NW Larch Ave. Redmond, OR 97756	541-548-2164	541-548-0534	www.stcharlesfamilycareredmond.org jldubisar@stcharleshealthcare.org	Jill Dubisar	15	1949	10	See website	N/A	Family practice, obstetrics, pediatrics & occupational medicine.
St. Charles Family Care - Sisters 630 Arrowleaf Trail Sisters, OR 97759	541-549-1318	541-588-6002	www.stcharleshealthcare.org csbrophy@stcharleshealthcare.org	Christine Brophy	7	2011	2	See website	N/A	Family practice, pediatrics & travel medicine.
St. Charles Surgical Specialists 1245 NW Fourth St., Ste. 101 Redmond, OR 97756	541-548-7761	541-598-3485	www.stcharleshealthcare.org rmoor@stcharleshealthcare.org	Raylene Moor	13	2005	5	Prineville	N/A	General surgery, specialized laproscopic complex vascular, breast, endocrine, thoratic & gastrointestinal surgery.
Summit Health Solutions 2421 NE Doctors Dr. Bend, OR 97701	541-323-3363	541-323-3366	www.summithealthbend.com info@summithealthbend.com	Darci	6	2013	Dr. Jack E. Berndt, MD	N/A	N/A	Dr. Jack Berndt is a board certified Anesthesiologist & certified in age management medicine. He practices in comprehensive pain management medicine. His approach includes interventional spine & joint procedures & multi-modality medical management.
Summit Medical Group - Formerly Bend Memorial Clinic 1501 NE Medical Center Dr. Bend, OR 97701	541-382-2811	N/A	www.bendmemorialclinic.com info@bendmemorialclinic.com	Dr. David Holloway, CEO, Kurt Kemcke, CIO, Cheryl Stewart, CHRO, Joan Sheldon, CFO	565	1946	78	See website	16,000 different patients, 29,000 appointments	Specialties: family medicine, internal medicine, pediatrics, urgent care, lab & imaging services, allergy & asthma, bariatric surgery, cardiology, dermatology, endocrinology, gastroenterology, hospitalist, infectious disease, nephrology, nutrition, oncology, ophthalmology & optometry, physical medicine, pulmonary, rheumatology, surgery, vein clinic. Services: acupuncture, cardiology diagnostic services, clinical research, hyperbaric oxygen therapy, nuclear medicine, optical, sleep disorders center, travel medicine, vascular lab.
The Center 2200 NE Neff Rd., Ste. 200 Bend, OR 97701	541-382-3344	541-382-1681	www.thecenteroregon.com info@thecenteroregon.com	Mike Gonsalves, CEO	274	1954	22	See website	4,000	Disease & injuries of the brain, spinal cord & nerves; neurosurgery; comprehensive spine care; sports medicine; hand, foot & arthroscopic surgery; joint reconstruction & replacement; occupational medicine; physical medicine & rehabilitation; walk-in injury care; digital xray & MRI.

Hospitals (Listed Alphabetically)

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Number of Beds	Number of Doctors	Number of Nurses	Operating Expenditures
St. Charles Bend 2500 NE Neff Rd. Bend, OR 97701	541-382-4321	541-388-5807	www.stcharlesheathcare.org isimmons@stcharleshealthcare.org	Iman Simmons	3408	1918	256	175	979	\$555.3 million
St. Charles Madras 470 NE A St. Madras, OR 97741	541-475-3882	541-475-0615	www.stcharleshealthcare.org jcbishop@stcharleshealthcare.org	John Bishop	198	1967	25	7	58	\$33.5 Million
St. Charles Prineville 384 SE Combs Flat Rd. Prineville, OR 97754	541-447-6254	541-447-6705	www.stcharleshealthcare.org jcbishop@stcharleshealthcare.org	John Bishop	228	1950	16	18	62	\$35.9 million
St. Charles Redmond 1253 N Canal Blvd. Redmond, OR 97756	541-548-8131	541-526-6504	www.stcharlesheathcare.org isimmons@stcharleshealthcare.org	Iman Simmons	578	1952	48	69	175	\$92.30

Emergency Transportation (Listed Alphabetically)

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Area Served	Services
AirLink Critical Care Transport 2500 NE Neff Rd. Bend, OR 97701	541-233-6355	N/A	www.airlinkccct.org Kristin.Lingman@Med-Trans.net	Kristin Lingman	75	1985	Central Oregon, Eastern Oregon, Southern Oregon	Emergency air medical transportation.
Bend Fire & Rescue 1212 SW Simpson Ave. Bend, OR 97702	541-322-6300	541-322-6321	www.bendoregon.gov/government/departments/fire-ems communications@bendoregon.gov	Todd Riley	85	1905	Bend	Ambulance & fire services emergency & non-emergency.
Crook County Fire & Rescue 500 NE Belknap St. Prineville, OR 97754	541-447-5011	541-416-2053	www.crookcountyfireandrescue.com info@crookcountyfireandrescue.com	Matt Smith	48	1882	Crook County	Fire & emergency services.
La Pine Rural Fire Protection District Administrative Office 51590 Huntington Rd., PO Box 10 La Pine, OR 97739	541-536-2935	541-536-2627	www.lapinefire.org info@lapinefire.org	Mike Supkis	25	1971	Southern Deschutes County & North Klamath County	Fire, rescue & emergency ambulance transport services.
Life Flight Network 743 SE Salmon Ave. Redmond, OR 97756	541-280-1224	503-678-4369	www.lifeflight.org cmcgrath@lifeflight.org	Cindy McGrath	15	1978	The Pacific NW in four states: Oregon, Washington, Idaho & Montana	Life Flight is nationally-recognized not-for-profit air medical service.
MASA Medical Transport Solutions 70 SW Century Dr. Bend, OR 97702	541-848-8124	N/A	masamts.com/biz-solutions turioste@masamts.com	Tony Urioste	170	1974	N/A	N/A
Redmond Fire & Rescue 341 NW Dogwood Ave. Redmond, OR 97756	541-504-5000	541-526-1254	www.redmondfireandrescue.org Diane.Cox@redmondfireandrescue.org	Diane Cox	65	1910	Redmond, Terrebonne, Smith Rock State Park, Powell Butte, Roberts Field-Redmond Municipal Airport, Cline Falls, Eagle Crest & outlying areas	Ambulance, Fire Suppression, Rescue Services & Air Rescue Fire Fighting (ARFF).
Sunriver Service District 57475 Abbot Dr., PO Box 2108 Sunriver, OR 97707	541-593-8622	541-593-2768	www.sunriversd.org ssdadmin@sunriversd.org	Debra Baker	25	2002	Sunriver	Police, Fire & EMS

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.

No Ocean, No Problem

How to Safely Shred Bend's River Wave



BEND WHITEWATER PARK | PHOTOS COURTESY OF REBOUND PHYSICAL THERAPY

by **ELISE GROSS — Rebound Physical Therapy**

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.



REBOUND PT TIM GROSS HAS BEEN SURFING BEND'S RIVER WAVE SINCE 2016

"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.

reboundoregon.com



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HDFFA’s Harvest Dinner Box Fundraiser is October 2

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

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, spice packet, dessert and a beverage of your choice and is available with vegetarian, vegan, dairy and gluten-free options. 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, HDFA community engagement manager.

This event is sponsored in part by HydroFlask. Ingredients are being sourced from Jackson’s Corner, Nancy P’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.org



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 and serves adolescents 12-17 years of age with severe substance use and mental health disorders. Though the residential treatment program is located in Prineville, teens are referred from all over the Northwest. The program provides a safe and supportive therapeutic environment conducive to learning, empowerment and change. They operate a learning center for school credit recovery, provide trauma-informed therapy and enrichment activities such as health and wellness classes, craft and art programs and outdoor adventures. To date, the residential program has served over 4,000 teens and their families.

Fast forward 30 years, Rimrock Trails is one of Central Oregon’s longest-standing and most trusted behavioral health providers. In addition to their flagship

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 a clear message for visitors and staff.

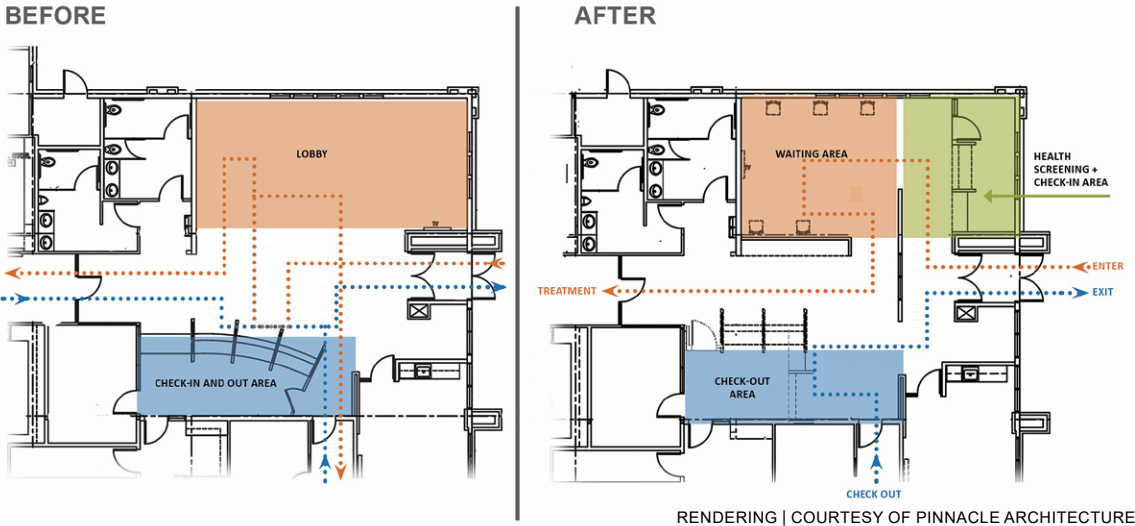
Separation of Spaces

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 or 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. parch.biz



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Physical & Occupational Therapy *(Listed Alphabetically)*


Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Services
Active Care Physical Therapy 57067 Beaver Rd. Sunriver, OR 97707	541-390-7518	541-389-6272	www.physicaltherapysunriver.com	Brent Bradley, MPT	2	2013	Rotator cuff injuries, knee replacement rehab, hip replacement rehab, post-surgical rehab, acute & chronic musculoskeletal pain or impairment. Auto, work, sports related injuries, back, neck & spine pain / disc / nerve injuries, Sacro Iliac (SIJ) & Pelvis issues, Shoulder, arm, elbow, wrist & hand pain, carpal tunnel injuries, Leg, hip, knee, ankle & foot pain / tendonitis / tears Patella Femoral / chondromalacia patella issues, plantar fasciitis, numbness, tingling & swelling of extremities, pre/post natal back/SI ain, headaches, arthritis, fibromyalgia & muscle pain or fatigue.
Alpine Physical Therapy & Spine Care 336 SW Cyber Dr., Ste. 107 Bend, OR 97702	541-382-5500	541-389-5669	www.alpinephysicaltherapy.com info@alpinephysicaltherapy.com	Jill Freund	10	2006	Physical therapy & spine care. Alternate office at 2698 NE Courtney Dr., Ste. 100, Bend, OR 97701.
Apex Physical Therapy, LLC 230 SW Fifth St. Madras, OR 97741	541-475-1218	541-475-7647	www.apexoregon.com info@apexoregon.com	Karin Monger, DPT, CSCS, Brock Monger, DPT, ATC	11	2007	Physical therapy, sports medicine, orthopedic rehab. Neck & back injuries, joint surgeries, work injuries, arthritis & auto accidents.
Falling Waters Injury & Health Management 55 NW Wall St., Ste. 100 Bend, OR 97703	541-389-4321	541-389-4420	www.fallingwaterscenter.com amanda@fallingwatersbend.com	Amanda Guy	40	2007	Specializing in auto injuries, work comp injuries, aquatic therapy, sports, post surgical & functional & strength rehabilitation of the back, neck, shoulder & knee. Also chiropractic, physical therapy, massage & nutritional counseling.
Focus Physical Therapy, Inc. 1239 NE Medical Center Dr., Ste. 200 Bend, OR 97701	541-385-3344	541-312-5256	focusptbend.com appointments@focusptbend.com	Carolyn Roemheld, Haden Voss	13	2005	Active wellness & lifestyle physical therapy clinic with a reputation for combining gentle & effective manual therapy with cutting edge exercise & sport programs.
Focus Physical Therapy, Inc. - Old Mill Clinic 550 SW Industrial Way, Ste. 130 Bend, OR 97702	541-385-3344	541-312-5256	www.focusphysio.com appointments@focusptbend.com	Amy Royce	15	2005	Active wellness & lifestyle physical therapy clinic with a reputation for combining hands on manual therapy with cutting edge exercise & sport programs.
Hand & Arm Therapy of Central Oregon 2100 NE Neff Rd., Ste. A Bend, OR 97701	541-633-7535	541-706-9036	www.handandarm.net reception@handandarm.net	Kristin Gulick, OTR/L, CHT	4	2010	Hand & arm occupational therapy, custom orthotics & extensive upper extremity rehabilitation.
Hands On Physical Therapy, PC 147 SW Shevlin Hixon Dr., Ste.104 Bend, OR 97702	541-312-2252	541-312-8822	www.handsontptbend.com HOPTBend@aol.com	Lisa Kennedy-Leary, PT, Steve Leary, PT	9	2006	Physical therapy with a comprehensive & individualized hands-on approach incorporating advanced manual therapy & functional exercises. One-on-one with a licensed physical therapist. Women's health specialist. Treatment of scoliosis.
Healing Bridge Physical Therapy 354 NE Greenwood, Ste. 105 Bend, OR 97701	541-318-7041	541-388-3711	www.healingbridge.com allisonsuran@gmail.com	Allison Suran	1	1998	N/A
Living Well Therapy 1288 SW Simson Ave., Ste. F Bend, OR 97702	541-312-2004	541-312-2056	www.livingwelltherapy.com info@livingwelltherapy.com	Dr. Erik Zamboni, DPT, CSCS	5	2003	Physical therapy, chiropractic, massage therapy & nutrition.
Madras Physical Therapy 785 SE McTaggart Rd. Madras, OR 97741	541-475-2571	541-475-2590	www.madrasphysicaltherapy.com madraspt@madrasphysicaltherapy.com	Trevor Groves, PT, Rob Nelson, PT	9	2010	Physical, outpatient orthopedic, aquatic therapy, workmen's comp, headaches, spine care, sports rehab, geriatric rehab, manual therapy, fall risk assessment & therapy & treatment of vertigo.
Prineville Physical Therapy 1251 NE Elm St., Ste. 2A Prineville, OR 97754	541-447-6846	541-447-1243	www.proactivesportspt.com/ prineville	Joe Kundrat PT, DPT	9	1989	Physical therapy - wide range of services.
Proactive Physical Therapy Specialists 450 NW Greenwood Ave. Redmond, OR 97756	541-923-0410	541-923-7393	www.proactivepts.com	Andrew Knox, PT, COMT	20	1986	One-on-one customized care, emphasizing manual therapy, therapeutic exercise, return to work programs, aquatic therapy, job site evaluations, healthy lifestyle step-down program. Se habla espa�ol, TMJ & chronic pain.
Rebound Physical Therapy 1303 NE Cushing Dr., Ste. 150 Bend, OR 97701	541-382-7875	541-382-2181	www.reboundoregon.com info@reboundoregon.com	Matthew Hayes, PT, CHT	18	1995	Hands-on therapy for sports injuries, work injuries, post-operative rehab, aquatic therapy, spine rehab, hand therapy, custom orthotics & braces, with emphasis on return to work life & sports.
Rebound Physical Therapy 1160 SW Simpson Ave., Ste. 200 Bend, OR 97702	541-322-9045	541-322-9044	www.reboundoregon.com info@reboundoregon.com	Laura Mann, PT, DPT, OCS	25	1995	Hands-on therapy for sports injuries, work injuries, post-operative rehab, aquatic therapy, spine rehab, hand therapy, custom orthotics & braces, with emphasis on return to work life & sports.
Rebound Physical Therapy - Bend North Side 2700 NE Fourth St., Ste. 105 Bend, OR 97701	541-323-5864	541-323-5865	www.reboundoregon.com info@reboundoregon.com	Seth Ramsey, PT	5	2016	Hands-on therapy for sports injuries, work injuries, post-operative rehab, aquatic therapy, spine rehab, hand therapy, custom orthotics & braces, with emphasis on return to work life & sports.
Rebound Physical Therapy - La Pine 51600 Huntington Rd., Ste. B La Pine, OR 97739	541-536-7443	541-536-7805	www.reboundoregon.com info@reboundoregon.com	Andy Emerson PT, OCS	6	1995	Hands-on therapy for sports injuries, work injuries, post-operative rehab, aquatic therapy, spine rehab, hand therapy, custom orthotics & braces, with emphasis on return to work life & sports.
Rebound Physical Therapy - Prineville 1590 NE Third St., Ste. B Prineville, OR 97754	541-416-7476	541-416-7478	www.reboundoregon.com info@reboundoregon.com	Tami Tuttle, PT	9	1995	Hands-on therapy for sports injuries, work injuries, post-operative rehab, aquatic therapy, spine rehab, hand therapy, custom orthotics & braces, with emphasis on return to work life & sports.
Rebound Physical Therapy - South Bend 61470 S Hwy. 97, Ste. 4 Bend, OR 97702	541-585-1022	541-585-1024	www.reboundoregon.com info@reboundoregon.com	Hailey Foster PT, DPT	4	1995	Hands-on therapy for sports injuries, work injuries, post-operative rehab, aquatic therapy, spine rehab, hand therapy, custom orthotics & braces, with emphasis on return to work life & sports.
Rebound Physical Therapy - St.Charles Redmond Campus 1315 NW Fourth St., Ste. B Redmond, OR 97756	541-504-2350	541-504-2354	www.reboundoregon.com info@reboundoregon.com	Laura Mann	17	1995	Hands-on therapy for sports injuries, work injuries, post-operative rehab, aquatic therapy, spine rehab, hand therapy, custom orthotics & braces, with emphasis on return to work life & sports.
Rebound Physical Therapy - Sunriver 56870 Venture Lane, Ste. 103 Sunriver, OR 97707	541-585-3148	541-323-3452	www.reboundoregon.com/ rebound-physical-therapist/ sunriver info@reboundoregon.com	Eric Walberg, PT	3	2012	Hands-on therapy for sports injuries, work injuries, post-operative rehab, aquatic therapy, spine rehab, hand therapy, custom orthotics & braces, with emphasis on return to work life & sports.
Regency Redmond Rehabilitation & Nursing Center 3025 SW Reservoir Dr. Redmond, OR 97756	541-548-5066	541-923-8652	www.regency-pacific.com/ senior-living/or/redmond/ regency	N/A	52	1960	In-house physical & occupational rehabilitation therapy.
Southside Physical Therapy Inc. 364 SE Wilson Ave. Bend, OR 97702	541-388-2681	541-388-9236	www.southsidept.com southsidept@bendbroadband.com	Jonathan Sampson, PT, Morag Sampson, PT	5	1992	Personalized one-to-one manual therapy in a supportive environment. Emphasize education & home exercise programs. Treatment of lymphedema by nationally certified lymphedema therapist.

Continued on Page 18▶



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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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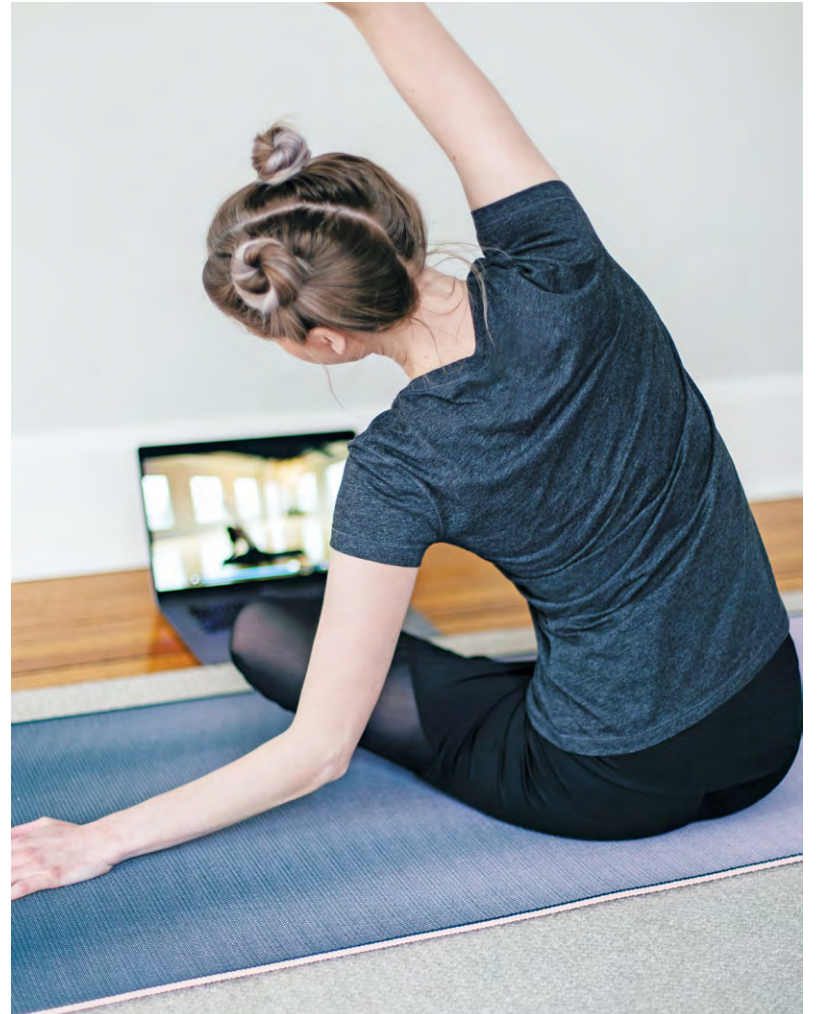


PHOTO | BY KARI SHEA ON UNSPLASH

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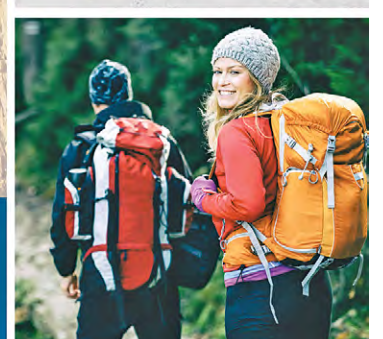


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541.588.6848

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 connection between patients and therapists, because people were still hurting. They can’t function throughout the day if they are hurting, so we set up Ring Central (a platform similar to Zoom but tailored to the medical industry) meetings,” said Clinic Director Glenn MacLean-Talbot, PT, DPT, OCS. “It’s just like a normal appointment. Therapists did the meetings from the office most of the time so that they still had access to all the equipment and tools, like the skeletons, books, anatomical charts and diagrams. We also have the space to work, so therapists would go through the exercises and the patients would follow along.”

As a heavily education-based field, MacLean-Talbot said his staff educates their clients 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 do 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 increases symptoms. “We have had people slowly 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, “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 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

Physical & Occupational Therapy *(Listed Alphabetically)*

► CONTINUED FROM PAGE 16

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Services
St. Charles Rehabilitation Services 2500 NE Neff Rd. Bend, OR 97701	541-706-7725	541-706-4915	www.stcharleshealthcare.org cjadzak@stcharleshealthcare.org	Jennifer Mckie	26	1993	Physical, occupational & speech therapy services. Geriatric rehabilitation, balance deficits & dizziness, neurological rehabilitation (CVA, TBI, SCI, amputees) & pediatric rehabilitation. Other area locations: Outpatient rehabilitation - Madras, Prineville, Redmond, Physical Therapy - Bend South.
Step & Spine Physical Therapy - Bend 2185 NW Shevlin Park Rd. Bend, OR 97703	541-728-0713	541-728-0715	www.stepandspine.com glenn@stepandspine.com	Barrett Ford, PT	15	2010	Creating individualized therapeutic plans & education that empower patients to achieve positive, long-term results through appropriate direction & treatment via mechanical diagnosis & therapy on the spine & extremities.
Step & Spine Physical Therapy - Eagle Crest 7555 Falcon Crest Dr. Redmond, OR 97756	541-527-4353	541-527-4354	www.stepandspine.com therapy@stepandspine.com	Barrett Ford, PT	4	2019	Creating individualized therapeutic plans & education that empower patients to achieve positive, long-term results through appropriate direction & treatment via mechanical diagnosis & therapy on the spine & extremities.
Step & Spine Physical Therapy - Redmond 974 SW Veterans Way Redmond, OR 97756	541-504-5363	541-504-7677	www.stepandspine.com brittany@stepandspine.com	Barrett Ford, PT	24	2010	Creating individualized therapeutic plans & education that empower patients to achieve positive, long-term results through appropriate direction & treatment via mechanical diagnosis & therapy on the spine & extremities.
Step & Spine Physical Therapy - Sisters 625 N Arrowleaf Trail, Bldg. G Sisters, OR 97759	541-588-6848	541-588-6607	www.stepandspine.com alana@stepandspine.com	Barrett Ford, PT	3	2010	Creating individualized therapeutic plans & education that empower patients to achieve positive, long-term results through appropriate direction & treatment via mechanical diagnosis & therapy on the spine & extremities.
Therapeutic Associates Central Oregon - Bend 2200 NE Neff Rd., Ste. 202 Bend, OR 97701	541-388-7738	541-312-0121	www.therapeuticassociates.com/bend bend@taipt.com	Chuck Brockman, MPT, OCS, CSCS	20	1982	Orthopedic physical therapy, sports rehab, pediatric physical therapy, hand therapy, variety of exercise programs for the public, cycle fit & running analysis.
Therapeutic Associates Central Oregon - Bend 2 61615 Athletic Club Dr. Bend, OR 97702	541-382-7890	541-382-7498	www.therapeuticassociates.com/locations/oregon/central-athleticclub@taipt.com	Laura Cooper, PT, DPT	9	1991	Orthopedic & sports physical therapy with focus on manual therapy & functional strengthening with specialties in aquatic therapy, therapeutic yoga, golf performance/fitness/rehabilitation, biomechanical bike & running analysis, breathing assessment & women’s health.
Therapeutic Associates Central Oregon - Sisters 1011 Desperado Trail, Ste. 201 Sisters, OR 97759	541-549-3574	541-549-1092	www.therapeuticassociates.com/sisters sisters@taiweb.com	Matt Kirchoff, PT, DPT	6	2001	Sports rehab physical therapy & a variety of exercise programs to the public. Aquatic therapy, myofascial release, cranio-sacral therapy, ASTYM & post-operative rehabilitation.
Therapeutic Associates Redmond Physical Therapy 413 NW Larch Ave., Ste. 102 Redmond, OR 97756	541-923-7494	541-504-9153	www.therapeuticassociates.com/redmond redmond@taipt.com	Eric Coughlin, PT, MSPT	5	1999	Our clinic offers board certified orthopedic/sports rehab physical therapy, hand therapy, pain management & work conditioning/ergonomic consulting with fitness exercise prescription for the public.
Therapy Works Physical Therapy 330 NE Marshall Ave. Bend, OR 97701	541-383-8179	541-382-2879	www.therapyworkspt.com dale@therapyworkspt.com	Meg Navish PT, Dale Navish	14	1997	Neck & lower back pain, headaches, motor vehicle accidents, women’s health & pelvic floor issues, manual therapy, Pilates, sports & movement, core strengthening, cranio sacral & visceral therapy, McKenzie techniques, pool therapy, vestibular & balance issues.
Therapy Works Physical Therapy 2115 NE Wyatt Ct., Ste. 103 Bend, OR 97701	541-382-2070	541-382-2176	www.therapyworkspt.com dale@therapyworkspt.com	Meg Navish, PT, Dale Navish	14	1997	Neck & lower back pain, headaches, motor vehicle accidents, women’s health & pelvic floor issues, manual therapy, Pilates, sports & movement, core strengthening, cranio sacral & visceral therapy, McKenzie techniques, pool therapy, vestibular & balance issues.
Wellspring Structural Integration, PC 131 NW Hawthorne., Ste. 209 Bend, OR 97703	541-382-7123	541-330-0302	N/A	Karen Daniels, OTR/L, CHP	1	1997	Structural integration, a holistic therapeutic process of hands on soft tissue work & movement education & onsite ergonomic assessment & training.
Work Capacities, LLC 2275 NE Doctors Dr., Ste. 1 Bend, OR 97701	541-306-6175	541-306-6244	www.workcapacities.com workcapacities@bendbroadband.com	Janet Kadlecik, OTR/L	3	1992	Services Physical/ Work Capacity Evaluations; Ergonomic Assessments, Fit For Duty Evaluations, Disability Evaluations, Physical Capacity Evaluations for Vocational purposes

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.

Glutathione is the Leading Immune Booster of 2020

by ABIGAIL MORSE — Elk Ridge Chiropractic & Wellness

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.

So how can business employees consume glutathione effectively? Elk Ridge Chiropractic & Wellness Center in Bend recommends one of two methods. The first is through a daily oral supplement. Immunotec's Immunocal Glutathione Precursor is the number one recommended product by Elk Ridge owner and lead practitioner, Dr. Natasha Ruegsegger. Offered as a whey protein with bonded cysteine, Immunocal works to maintain that strong immune system we all crave while supporting the production of antibodies.

The second recommended process is through pure glutathione injectables provided by a Naturopath. Elk Ridge licensed Naturopathic Dr. Justin Smitherman recommends this method for its 100 percent absorption rate. In addition, counter to a daily supplement, glutathione injections are conducted weekly or bi-monthly for maximum impact at a more affordable rate.

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.

thebendchiropractor.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.

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Eye Care Surgery Clinics & Examinations *(Listed Alphabetically)*

Company / Address	vPhone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Services
Alpine Eyecare 505 SW Mill View Way, Ste. 100 Bend, OR 97702	541-317-9310	541-317-1202	alpineeyecare@bendbroadband.com	Dr. Tom S Thomason, OD	2	2000	Family vision care.
Bend Ophthalmology LLC 2357 NE Conners Ave., Ste. 101 Bend, OR 97701	541-389-3166	541-389-9817	www.bendeyes.com info@bendophthalmology.com	Darcy C. Balcer, OD, Nancy M. Bonetto, OD, Jason W. Dimmig, MD, Scott X. Stevens, MD	18	1976	Comprehensive medical eye care, corneal, glaucoma specialties, cataract & laser surgery.
Cascade Eyecare 62968 OB Riley Rd., Ste. 11 Bend, OR 97701	541-382-2020	541-382-5004	www.cascadeeyecare.com frontdesk@cascadeeyecare.com	Terry L. Steckman, O.D., F.A.A.O	6	1952	Comprehensive eye examinations, laser eye surgery co-management, medical eye care, custom contact lens fitting, special vision testing for computer users, eye wear & frames for everyone.
Central Oregon Eyecare - Bend 2155 NW Shevlin Park Dr. Bend, OR 97703	541-647-2760	541-647-2763	www.centraloregoneyecare.com info@centraloregoneyecare.com	N/A	4	1943	Eye disease detection & treatment, family vision care, contact lenses, Lasik & surgery co-management, complete optical, sunglasses, LASIK.
Central Oregon Eyecare - Madras 65 NE Oak St., Ste. 110 Madras, OR 97741	541-475-9999	541-475-4247	www.centraloregoneyecare.com info@centraloregoneyecare.com	Michelle Lima	4	2009	Eye disease detection & treatment, family vision care, contact lenses, Lasik & surgery co-management, complete optical, sunglasses.
Central Oregon Eyecare - Prineville 198 NE Combs Flat Rd., Ste. 120 Prineville, OR 97754	541-447-5133	541-447-6891	www.centraloregoneyecare.com info@centraloregoneyecare.com	N/A	4	1943	Eye disease detection & treatment, family vision care, contact lenses, Lasik & surgery co-management, complete optical, sunglasses.
Central Oregon Eyecare - Redmond 1000 SW Indian Ave. Redmond, OR 97756	541-548-2488	541-548-5334	www.centraloregoneyecare.com info@centraloregoneyecare.com	N/A	12	1943	Eye disease detection & treatment, family vision care, contact lenses, LASIK, surgery co-management, complete optical, sunglasses.
Central Oregon Eyecare- Sisters 625 N Arrowleaf Tr., Ste. 103 PO Box 1986 Sisters, OR 97759	541-549-2105	541-549-2106	www.centraloregoneyecare.com info@centraloregoneyecare.com	N/A	4	1943	Eye disease detection & treatment, family vision care, contact lenses, Lasik & surgery co-management, complete optical, sunglasses, LASIK.
Coffman Vision Clinic 61535 S Hwy. 97, Ste. 16 Bend, OR 97702	541-389-4774	541-389-3971	www.coffmanvision.com meredith@coffmanvision.com	Howard Schor, Michael A. Coffman, OD, Erin E. Follen, OD	23	1998	Comprehensive vision exams, high fashion frames, newest technology lenses, one hour service, 3-D retinal imaging
Elemental Eyecare 2736 NW Crossing Dr., Ste. 120 Bend, OR 97701	541-323-3937	541-323-3938	www.elementaleyecare.com info@elementaleyecare.com	Dr. Kerri Lyons, OD, Dr. Amanda Balsalobre, OD, Dr. Gabby Marshall, OD, FCOVD	8	2008	Pediatric eye exams & vision therapy. Pediatric eyewear. Vision rehabilitation & sports vision training.
Eyes on Wall St. 822 NW Wall St. Bend, OR 97703	541-382-4756	541-382-4455	eyesonwallstbend.com	Dr. Lorraine M. Winger, OD	4	1999	Professional eye examinations & contact lens fittings. Complete optical services including on-site optical lab. Feature a large selection of quality fashion eyewear & repair.
High Desert Vision Source 404 NW Fifth St. Redmond, OR 97756	541-923-2221	541-923-3776	www.visionsource-highdeserteyecare.com hdvs@bendbroadband.com	Dr. Allan J. Hudson, OD, Dr. Kilah S. Atkinson, OD, Dr. Gretchen I. Chadwick, OD, FA, Dr. Audrey H. Brumley, OD	11	1983	Complete comprehensive eye care, including contact lenses, primary eye care, optical services, laser & surgery co-management, children's vision & comprehensive eye exams.
InFocus Eye Care 2450 NE Mary Rose Pl., Ste. 110 Bend, OR 97701	541-318-8388	541-318-7145	www.infocus-eyecare.com info@infocus-eyecare.com	Dr. Elizabeth Potvin, OD, Dr. Winter Lewis, OD, Dr. Patricia Buehler, MD, Dr. Ida Alul, MD	35	1998	Specializing in advanced cataract surgical techniques, LASIK, surgery & eyelid surgery. Comprehensive eyecare, Botox treatments & on-site fashion eyewear. All with the warm, personal approach every patient can expect at InFocus. Additional providers: Dr. Meryl Sundy, MD & Dr. Emily Karben, OD.

Continued on Page 22

WARNING

Students' Visual Demands will be increasing with online learning.

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- Covering or closing an eye when reading
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MARK LEVIN
MONDAY-FRIDAY 3-6PM

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,



A VISION THERAPY PATIENT WEARS THE REQUIRED MASK DURING HIS TREATMENT | PHOTO COURTESY OF ELEMENTAL EYECARE

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!"

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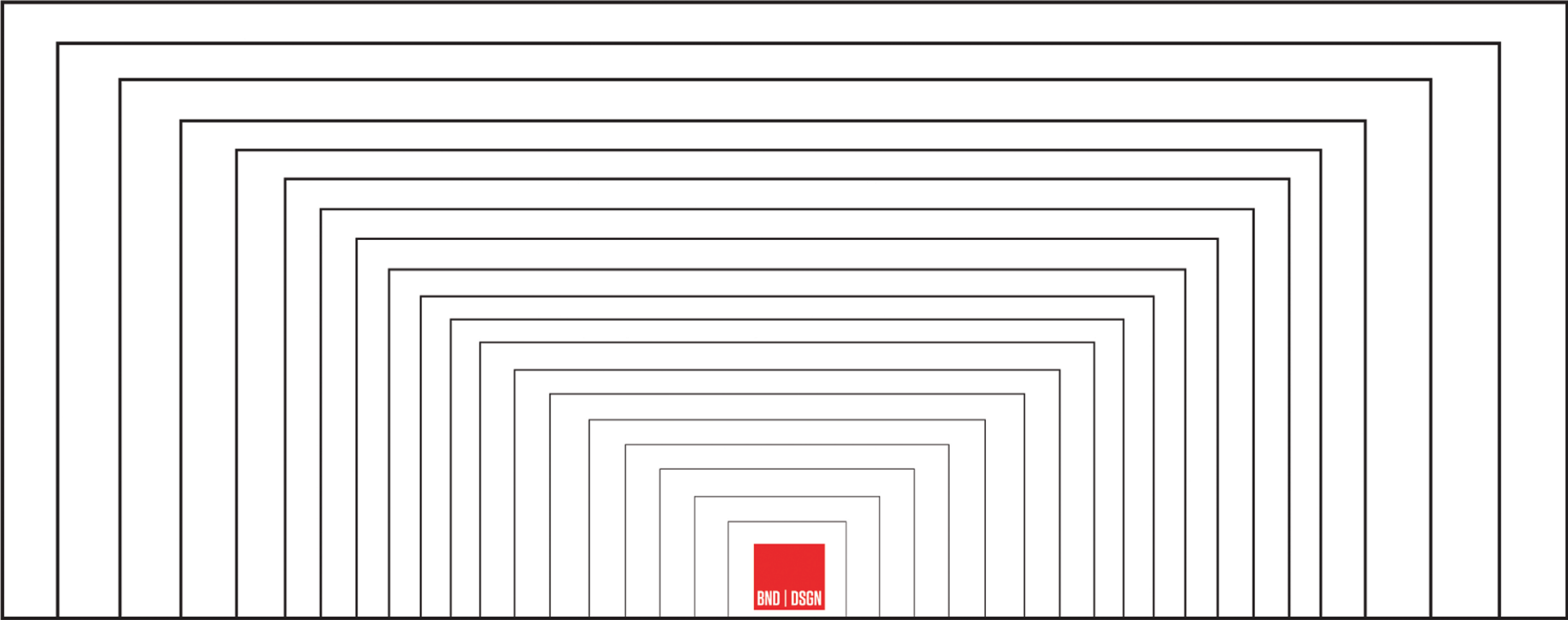
Eye Care Surgery Clinics & Examinations *(Listed Alphabetically)*

▶ CONTINUED FROM PAGE 20

Company / Address	vPhone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Services
Integrated Eyecare 452 NE Greenwood Ave. Bend, OR 97701	541-382-5701	541-382-5702	www.iebend.com info@iebend.com	Dr. Kirsten C. Scott, OD, MS, Dr. Kit Carmiencke, OD, Dr. Lindsey Slinger, OD	15	1935	Enhancing the quality of your vision today, while protecting the health of your eyes for tomorrow.
Lifetime Vision Care LLC 901 NW Carlon Ave., Ste. 2 Bend, OR 97703	541-382-3242	541-317-3579	www.lvcbend.com info@lvcbend.com	Dr. Brock Karben, Dr. Derri Sandberg, Dr. Matt Sisson	13	1995	General lifetime optometry care.
Madras Vision Source 211 SE Fifth St. Madras, OR 97741	541-475-2020	541-475-6118	www.visionsource-madras.com	Dr. Audrey H. Brumley, OD, Dr. Jessica B. Tegen	6	1979	Optometric services including corrective eyewear, eye health evaluations, pre & post operative surgical care.
Ochoco Vision Source 340 NW Beaver St. Prineville, OR 97754	541-416-2020	541-447-2608	www.visionsource-ochocovision.com ovs@bendbroadband.com	Dr. Audrey H. Brumley, OD, Dr. Gretchen I. Chadwick, OD, FA, Dr. Kilah S. Atkinson, OD, Dr. Allan J. Hudson, OD	7	1981	Optometric services including corrective eyewear, eye health evaluations, pre & post operative surgical care.
Oregon Vision Center - Madras 1555 S Hwy. 97 Madras, OR 97741	541-475-2700	N/A	www.oregonvisioncenters.com ovc.2020@yahoo.com	Dr. Tom Thomason, OD	2	2009	Thorough vision examinations for prescribing eyeglasses & any type of contact lenses.
Oregon Vision Center - Prineville 1555 NE Third St. Prineville, OR 97754	541-447-3937	N/A	www.oregonvisioncenters.com ovc3937@yahoo.com	Dr. Tom Thomason, OD	4	2001	Thorough vision examinations for prescribing eyeglasses & any type of contact lenses.
Oregon Vision Center - Redmond 632 SW Sixth St. Redmond, OR 97756	541-923-2020	541-923-2082	www.oregonvisioncenters.com ovc.2020@yahoo.com	Dr. Tom Thomason, OD	6	1960	Thorough vision examinations for prescribing eyeglasses & any type of contact lenses.
Orion Eye Center Bend 1475 SW Chandler Ave., Ste. 102 Bend, OR 97702	541-548-7170	541-548-3842	www.orioneyecenter.com	Dr. Dr. Ryan Constantine, Dr. Laith Kadasi, Dr. Brian Desmond	30	1993	Specialists in retina & cornea, cataract surgery, & medical diseases of the eye. Our in-house ambulatory surgical facility offers a low stress approach to surgery.
Orion Eye Center Redmond 1775 SW Umatilla Ave. Redmond, OR 97756	541-548-7170	541-548-3842	www.orioneyecenter.com	Dr. Ryan Constantine, Dr. Laith Kadasi, Dr. Brian Desmond	30	1993	Specialists in retina & cornea, cataract surgery, & medical diseases of the eye. Our in-house ambulatory surgical facility offers a low stress approach to surgery.
Riverbend Eyecare 143 SW Shevlin Hixon Dr., Ste. 101 Bend, OR 97702	541-317-9747	541-317-1818	www.riverbendeye.com info@riverbendeye.com	Patrick Ayres, OD, PC, Kristen Gaus, OD, MEd	5	1999	Adult & child vision care, therapy for eye muscle disorders & visually-related reading disorders, nutritional therapy for eye diseases.
Summit Family Eyecare 1250 NE Third St., Ste. B100 Bend, OR 97701	541-382-0103	541-385-6851	www.summitfamilyeyes.com sfebend@gmail.com	Dr. Raymond F. Hardy, OD, MS	5	1975	Eye examinations, prescription lenses, glasses frames.
Summit Medical Group - Eastside Clinic 1501 NE Medical Center Dr. Bend, OR 97701	541-317-4299	N/A	www.bendmemorialclinic.com	Dr. Robert Mathews, MD, Dr. Hayley McCoy, Dr. Thomas Fitzsimmons, MD, MPH, Dr. Scott O'Connor, MD	29	1950	Cataract surgery, glaucoma specialty care, contact lenses & glasses, low vision evaluation & retinal specialty care, oculoplastics.
Summit Medical Group - Redmond 865 SW Veterans Way Redmond, OR 97756	541-382-2811	N/A	www.bendmemorialclinic.com	Dr. Thomas Fitzsimmons, MD, MPH, Dr. Robert Mathews, MD, Dr. Brian Desmond, MD, Dr. Scott O'Connor, MD	6	1950	Cataract surgery, glaucoma specialty care, contact lenses & glasses, low vision evaluation & retinal specialty care, oculoplastics.
Summit Medical Group - Old Mill District Clinic 815 SW Bond St. Bend, OR 97702	541-382-2811	N/A	www.bendmemorialclinic.com	Dr. Scott O'Connor, MD, Dr. Thomas Fitzsimmons, MD, MPH, Dr. Robert Mathews, MD, Dr. Michael Majerczyk	25	1950	Cataract surgery, glaucoma specialty care, contact lenses & glasses, low vision evaluation & retinal specialty care, oculoplastics.
VisionWorks 63455 N Hwy. 97 Ste. 75 Bend, OR 97701	541-389-5207	541 389 2718	www.visionworks.com	Dr. Eric Hinds	7	2006	Designer & exclusive brand frames, lenses, contact lenses, accessories, sunglasses & vision correction.

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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Audiologists (Listed Alphabetically)

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Services	Locations
Central Oregon Ear Nose & Throat, LLC 2450 NE Mary Rose Pl., Ste. 120 Bend, OR 97701	541-526-1133	541-385-4935	www.coent.com audiology@coent.com	Emilie Hart-Hutter	12	1975	Hearing & dizziness evaluations, hearing aid consultations.	Bend
Connect Hearing - Bend 932 NE Third St., Ste. 2 Bend, OR 97701	541-382-3308	541-318-0767	www.connecthearing.com info@connecthearing.com	Kristin Morris	2	2014	Audiology & hearing aid services.	Bend, Redmond
Connect Hearing - Redmond 106 SW Seventh St. Redmond, OR 97756	541-548-7011	541-548-7023	www.connecthearing.com info@connecthearing.com	Paige Canfield	2	2014	Audiology & hearing aid services.	Bend, Redmond
Hearing Aids by Tricia Leagjeld 708 SW 11th St. Redmond, OR 97756	541-640-5354	N/A	www.hearingaidsbytricialeagjeld.com tricia.leagjeld@gmail.com	Tricia Leagjeld	2	1955	Educational hearing evaluation & personalized programming. Hearing aid demonstrations & customized fittings for any brand. Top of the line Auricle technology & equipment. Tympanogram. Hearing instrument test box in which we can test the effectiveness of any brand hearing aid. Free office visits, screenings adjustments & cleanings. Hearing aid repairs.	Redmond
Kenyon Audiology 1625 NE Second St. Bend, OR 97701	541-317-1265	541-317-1273	www.kenyonaudiology.com kenyonaudiology@gmail.com	Janet Kenyon	4	1993	Audiology & hearing aid services.	Bend
Pacific Northwest Audiology 2205 NW Shevlin Park Rd. Bend, OR 97703	541-678-5698	541-306-4551	www.pnwaudiology.com pnwaud@gmail.com	Dr. Li-Korotky AuD, PhD	7	2012	From initial consulting, diagnosis & hearing aid fitting to follow-up speech mapping, counseling & rehabilitation, we are Clinical Doctors of Audiology & we have more than 1000 5-Star reviews. Our services include a wide range of diagnostic & treatment options for hearing loss, tinnitus, cochlear implants & other hearing disorders, using cutting-edge hearing technology & hearing enhancement tech.	Bend

Cosmetic Surgery (Listed Alphabetically)

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Services
Facial & Oral Surgical Center 1893 NE Neff Rd. Bend, OR 97701	541-382-7981	541-389-6953	www.drshock.com osurgery@drshock.com	Todd A. Shock MD,DMD	8	2000	Oral, facial & surgery.
Mountain View Cosmetic Surgery 2450 NE Mary Rose Pl., Ste. 200 Bend, OR 97701	541-317-9555	541-317-9561	www.mountainviewcosmeticsurgery.com mvcs007@gmail.com	Dr. Robert T. Quinn II, MD	2	2003	Cosmetic surgery of the face & body, reconstructive surgery of breast & body.
Northwest Cosmetic Surgery 777 SW Millview Way, Ste. 100 Bend, OR 97702	541-388-1022	541-322-7002	www.northwestcosmeticsurgery.com drgarygallagher@aol.com	Dr. Gary Gallagher, MD	6	2002	Cosmetic plastic surgery of the face & body. Restylane, Botox, Dystort, Photo-facial & hair removal.
The Leffel Center for Cosmetic, Breast & Laser Surgery 1715 SW Chandler, Ste. 100 Bend, OR 97702	541-388-3006	541-382-7605	www.leffelcenter.com	Linda J. Leffel, MD	5	1993	Full service cosmetic, plastic & reconstructive surgery & laser skin technology.
Villano MD 431 NE Revere Ave., Ste. 110 Bend, OR 97701	541-312-3223	541-330-2499	www.villanomd.com info@villanomd.com	Michael E. Villano, MD	7	2003	Facial plastic surgery & aesthetic skin care services.

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

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

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

Reported revenues should be taken from externally prepared financial statements or tax returns filed with the IRS. **Deadline September 30, 2020.** Only percentage of growth will be published.

2019 Winners:

- #1 — Eyce LLC

#2 — Broken Top Candle Company

#3 — Southside Physical Therapy Inc.

#4 — Steele Associates Architects LLC

#5 — Broad Sky Networks

#6 — CiES Inc.

#7 — Preston Thompson Guitars, LLC

#8 — Minuteman Press

#9 — Composite Approach
- #10 — Velox Systems

#11 — Everist Irrigation

#12 — Budget Blinds of Central Oregon

#13 — ATL Communications

#14 — DiversiPac Heating & Cooling, Inc.

#15 — N the Zone Ink

#16 — Step & Spine

#17 — TechLink

#18 — Specialty Auto Electric, Inc.

#19 — Central Oregon Eyecare, PC

#20 — Bennington Properties LLC

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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 two-thirds of the typical 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



PHOTO | BY ANDREA PIACQUADIO FROM PEXELS

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 to 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 banks, 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: \$93,855 (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 (partnership with COIC): \$85,140 (32 businesses)
- Free immigration legal consults (partnership 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)*

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Units	Fees	Services
Absolute Serenity Senior Care 182 & 192 E Tall Fir Ct. Sisters, OR 97759	541-848-3194	541-549-1726	absoluteserenity.info absoluteserenity@gmail.com	David & Leah Tolle	8	2009	N/A	N/A	Provision of care in a home atmosphere & promotion of independence with activities of daily living.
Aspen Ridge Memory Care Community 1025 NE Purcell Blvd. Bend, OR 97701	541-385-8500	541-312-6674	www.aspenridgememorycare.com administrator@aspenridgememorycare.com	Simeon	32	1999	42	Upon request.	Meeting the needs of residents & families dealing with dementia & Alzheimers.
Aspen Ridge Retirement Community 1010 NE Purcell Blvd. Bend, OR 97701	541-385-8500	541-330-6687	www.aspenridgeretirement.com marketing@aspenridgeretirement.com	Angela Doms	55	1999	167	Upon request.	Independent retirement living, assisted living & specialized Alzheimers/memory care with the ability to transition from one to the other as needed.
Bend Transitional Care 900 NE 27th St. Bend, OR 97701	541-382-0479	541-389-7054	www.bendtransitionalcare.com	Ron Odermott	75	1954	49	Upon request.	Primary focus on skilled nursing care & long-term care.
Brookdale Bend 1099 Watt Way Bend, OR 97701	541-210-8802	541-389-1163	www.brookdaleliving.com candace.nonnemacher@brookdale.com	Candace Nonnemacher	35	2000	46	Upon request.	Unique building design with specialized life enrichment program to enhance quality of life for the memory impaired.
Brookside Place 3550 SW Canal Blvd. Redmond, OR 97756	541-504-1600	541-504-1602	www.brooksideplace.net director@brooksideplace.net	Charles Davenport	24	1995	37	Upon request.	On-site beauty salon, whirlpool, activities room, all one level, library, dining room, one indoor, secure courtyard.
Cascades of Bend Assisted Living 1801 NE Lotus Dr. Bend, OR 97701	541-389-0046	N/A	www.cascadesofbend.com	Jamie Maul	70	1981	121	Upon request.	Onsite & in-home care agency & assisted living.
Central Oregon Adult Foster Care 1532 NW Jackpine Ave. Redmond, OR 97756	541-548-6631	541-548-5519	www.care.com/b/l/central-oregon-adult-foster-care-llc/re Carlene.irini@gmail.com	Carlene Kitchin	3	2009	5	Call for assesment.	Adult foster & senior care.
Fox Hollow Independent & Assisted Living 2599 NE Studio Rd. Bend, OR 97701	541-383-2030	541-383-4979	www.foxhollowbend.com	Martha Orozco-Thompson	70	2006	71	Upon request.	Full service assisted & independent living.
Juniper Springs 590 NW 23rd St. Redmond, OR 97756	541-632-6423	N/A	www.juniperspringsssl.com sayhello@juniperspringsssl.com	Andrea Fitzgerald	N/A	2017	N/A	N/A	N/A
Pilot Butte Rehabilitation 1876 NE Hwy. 20 Bend, OR 97701	541-382-5531	541-317-5573	www.regency-pacific.com/senior-living/or/bend/pilot-butte	Jenna Corbly	45	N/A	42	Upon request.	Physical, Occupational & Speech therapies. Skilled nursing care. Recovery from surgery, joint replacement, strokes & fractures.
Prairie House Assisted Living & Memory Care Community 51485 Morson St. La Pine, OR 97739	541-536-8559	541-536-1373	www.prairieshousealf.com director@prairieshousealf.com	Love Pearson	44	1999	61	Upon request.	Assisted living & memory care units.
Prestige Senior Living High Desert 2660 NE Mary Rose Pl. Bend, OR 97701	541-312-2003	541-312-2011	www.prestigecare.com/location/prestige-senior-living-highdeserted@prestigecare.com	James McNama	50	2003	68	Upon request.	Full service assisted living.
Regency Care of Central Oregon 119 SE Wilson Ave. Bend, OR 97701	541-382-7161	541-383-7662	www.cascadeviewnursing.com	Jonathan Stark	45	1969	47	Upon request.	Intermediate care, respite service, Medicaid certified, 24-hr. nursing care, laundry service, 20-bed Alzheimer care unit.
Regency Prineville Rehabilitation & Nursing Center 950 NE Elm Street Prineville, OR 97754	541-447-7667	541-447-6685	www.regency-pacific.com/senior-living/or/prineville/regen	Aaron Marson	45	N/A	36	Avail.	Skilled Nursing Facility. Respite Care
Regency Village at Bend 127 SE Wilson Ave. Bend, OR 97702	541-317-3544	541-330-0121	www.regency-pacific.com/senior-living/or/bend/regency-vil manager@thesummital.com	Rebecca Hankey	44	1999	65	Upon request.	Three home-made meals daily & snacks. All utilities except telephone & basic cable. Weekly housekeeping. Complementary laundry facilities. 24-hour staff. Scheduled transportation.
Regency Village at Prineville 830 NE Elm St. Prineville, OR 97754	541-416-3600	541-416-9293	www.regency-pacific.com/senior-living/or/prineville/regen	Michael Sheldon	21	1999	47	Upon request.	Assisted living.
Regency Village at Redmond 3000 SW 32nd St. Redmond, OR 97756	541-923-5452	541-923-0280	www.regency-pacific.com/senior-living/or/redmond/regency-manager@heightsal.com	Jerry Thomas	26	1995	45	Upon request.	Assisted living.
Touchmark at Mount Bachelor Village 19800 SW Touchmark Way Bend, OR 97702	888-231-1113	541-383-3434	www.touchmarkBend.com KRD@touchmark.com	Kaitlin Dahlquist	196	2007	Assisted- 51 / Memory Care- 32 / Independent Living-201	Rental, residency deposit.	Full assisted living/ 24 hr staff/ 2 restaurants/ housekeeping/ transportation/ on-site amenities/ licensed memory care/ Partners in Care on site; Awbrey Dental on site/ two full service salons.
Whispering Winds 2920 NE Connors Ave. Bend, OR 97701	541-312-9690	541-312-1450	www.whisperingwinds.info info@whisperingwinds.info	Angela Vanderpool	50	2003	N/A	N/A	Full service independent retirement community.

Retirement Communities *(Listed Alphabetically)*

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Number of Home Sites	Price	Fees	Services
East Cascade Retirement Community, LLC 175 NE 16th St. Madras, OR 97741	541-475-2273	541-475-4230	www.seniorhousinginvestments.net eastcascade@srhousingmgmt.com	Kelsy Wordward	80	2009	2	Varies based on services provided.	Varies based on services provided.	Skilled nursing, memory care, assisted living & independent living
Stone Lodge Retirement 1460 NE 27th Bend, OR 97701	541-318-0450	541-317-9119	www.stonelodgeretirement.com kimberly.blackwell@holidaytouch.com	Jeff Putnam	24	1999	114	\$2,000 & up	N/A	Studio, 1 & 2 bedroom, all utilities except phone, housekeeping, panic button, kitchenette, scheduled trips, TV lounge, billiard room. 3 chef-cooked meals a day. Full activities schedule. Transportation provided. Hospital & medical facilities next door within walking distance. Forum Shopping Center close by. Holiday Travel program included.
Touchmark at Mount Bachelor Village 19800 SW Touchmark Way Bend, OR 97702	541-383-1414	541-383-3434	www.touchmarkBend.com KRD@touchmark.com	Kaitlin Dahlquist	196	2001	284	\$250,000- \$600,000+	Rental, residency deposit.	Full assisted living/ 24 hr staff/ 2 restaurants/ housekeeping/ transportation/ on-site amenities/ licensed memory care/ Partners in Care on site; Awbrey Dental on site/ two full service salons.
Vintage at Bend 611 NE Bellevue Dr., Ste. 500 Bend, OR 97701	541-617-3985	541-617-5025	www.vintagehousing.com	N/A	2	2005	106	\$665-\$794	\$35.00 tenant screening fee.	Commuting location, on-site hair salon, on-site laundry, exercise facility, billiard room & library/computer room. On-site massage & activity & social areas.
Whispering Winds 2920 NE Connors Ave. Bend, OR 97701	541-312-9690	541-312-1450	www.whisperingwinds.info	Carrie Kasch	50	2003	116	\$2,350- \$4,650 rent	N/A	Studio, 1 & 2 bedroom apartments, full-service dining, weekly housekeeping & linen, utilities, library, activities on & off-site, transportation services, spa room, fitness center, patio/balcony on each apartment, technology center, beauty/barber shop, private dining room, putting green, gated parking & private garages.

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.

Long Term Care Providers Facing Financial Hardship Due To COVID

Majority Losing Money; Most Won’t Last Another Year at Current Pace of Increased Costs/Lost Revenue

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:

U.S. NURSING HOMES FACING FINANCIAL CRISIS

- 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 ahcanca.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 ahcanca.org/News-and-Communications/Fact-Sheets/FactSheets/Survey-AL-COVID-Costs.pdf.

Nursing Homes/Assisted Living Communities

*Approximately 15 percent of assisted living providers received some federal funding from a tranche for Medicaid providers of which less than half of assisted living communities are eligible, but no direct federal funding.

The American Health Care Association and National Center for Assisted Living (AHCA/NCAL) represents more than 14,000 non-profit and proprietary skilled nursing centers, assisted living communities, sub-acute centers and homes for individuals with intellectual and development disabilities. By delivering solutions for quality care, AHCA/NCAL aims to improve the lives of the millions of frail, elderly and individuals with disabilities who receive long term or post-acute care in our member facilities each day.

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	NURSING HOMES	ASSISTED LIVING COMMUNITIES
What is your current operating situation?	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.
What top three costs have you incurred due to COVID-19, whether you’ve had cases or not?	PPE supplies (90%) Staff hero pay (78%) Additional staff (46%)	PPE supplies (95%) Staff hero pay (55%) Cleaning supplies (50%)
What types of costs do you expect to incur on an ongoing basis (weekly, monthly, etc.) until pandemic concludes?	PPE supplies (95%) Additional Staffing (78%) Testing (74%)	PPE supplies (97%) Additional Staffing (62%) Cleaning supplies (80%)
How long can your facility or company sustain operating at this pace?	72% can’t sustain another year at current pace of increased costs and revenue loss; 40% less than six months	64% can’t sustain another year at current pace of increased costs and revenue loss.
Have You Received Any Government Funding Due To COVID-19?	82% Federal 52% State	0% Federal* 16% State

Home Assistance & Care Services *(Listed Alphabetically)*

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Services	Area Covered
At Home Care Group 205 SE Wilson Ave., Ste. 1 Bend, OR 97702	541-312-0051	541-312-0077	www.athomecaregroup.com kristy@athomecaregroup.com	Kristy Walters	8	1999	Services offered include home assistance, companionship, personal care & nursing services.	Deschutes, Jefferson & Crook counties.
Evergreen In-Home Care Services 243 SW Scalehouse Lp., Ste. 3-A Bend, OR 97702	541-389-0006	541-389-0906	www.evergreeninhome.com info@evergreeninhome.com	Nancy Webre	60	1982	Consultation, care management & referral services, medication management, registered nursing services, 24-hr. companion & homemaking services, personal & respite care.	Deschutes, Jefferson & Crook counties.
Heart 'n Home Hospice & Palliative Care, LLC 745 NW Mt. Washington Dr., Ste. 205 Bend, OR 97703	541-508-4036	541-508-4037	www.gohospice.com billyge@gohospice.com	Billy Gehm	15	2004	Services include on-call nursing support, hospice CNAs, medical social services, spiritual counseling, trained volunteers, physician support, grief & loss support, veteran services & recognition.	Central Oregon.
Heart 'n Home Hospice & Palliative Care, LLC - La Pine 51681 Huntington Rd. La Pine, OR 97739	541-536-7399	541-536-9312	www.gohospice.com dianah@gohospice.com	Diana Hergenrader, RN	10	2004	Services include on-call nursing support, hospice CNAs, medical social services, spiritual counseling, trained volunteers, physician support, grief & loss support, veteran services & recognition.	Central Oregon.
Helping Hands Home Care 61396 S Hwy. 97, Ste. 107 Bend, OR 97702	541-241-1950	458-206-7377	www.helpinghandshomecare.com elizabeth@helpinghandshomecare.com	Pamela Breuer, Mary Galley	25	2017	Personalized one-on-one in-home care services for seniors & people with disabilities. From running errands & grocery shopping, to bathing & medication administration.	Deschutes, Jefferson & Crook Counties.
Home Instead Senior Care 20380 Halfway Rd., Ste. C Bend, OR 97703	541-330-6400	541-330-7362	www.homeinsteadbend.com gloria.rockwell@homeinstead.com	Cole Mack, Jonathan Mack	170	2000	Non-medical companionship & home care for seniors, specializing in 24 hour care, personal care, homemaking, respite care, nursing services & Alzheimer. licensed & insured.	Deschutes, Jefferson & Crook Counties.
Hospice of Redmond 732 SW 23rd St. Redmond, OR 97756	541-548-7483	N/A	www.hospiceofredmond.org info@hospiceofredmond.org	Jane McGuire	21	1980	Hospice, Palliative Care & Transitions programs, Medical Director Hospice & Palliative Care certified, licensed registered nurses, social workers, hospice aides, licensed therapists, bereavement support, Veterans' support & trained volunteers. 24/7 nurse on call.	Redmond, Bend, Sisters, Tumalo, Crooked River Ranch, Powell Butte, Culver, Terrebonne, Black Butte Ranch, Camp Sherman & Prineville.
Lincare, Inc. 63076 NE 18th St., Ste. 100 Bend, OR 97701	541-382-8303	541-382-8358	www.lincare.com	Michael Sheldon	12	2000	Respiratory care & durable medical equipment.	All of Central Oregon.
Norco Medical 63024 Sherman Rd. Bend, OR 97703	541-388-2273	541-383-5996	www.norco-inc.com wayneb@norco-inc.com	Wayne Barker	40	1987	Home delivery of medical supplies including all respiratory, durable medical equipment, incontinence, diabetic & rehabilitation products. 24-hr. on-call service.	Central & Eastern Oregon.
Partners In Care - Hospice-Home Health-Transitions-Palliative Care 2075 NE Wyatt Ct. Bend, OR 97701	541-382-5882	N/A	www.partnersbend.org marlenec@partnersbend.org	Marlene Carlson	200	1979	Medicare-certified home health, hospice & palliative care. Non-medical transitions & bereavement for adults & children. Skilled nursing; physical, occupational, speech therapy; medical social work; certified nursing assistants & spiritual care. Hospice House is a six-bed, in-patient unit. On-call 24/7. Nonprofit.	Headquarters in Bend & Branch offices in Redmond & La Pine. Serving Central Oregon from Madras & Prineville in the north to Christmas Valley & Chemult in the south.
Pro Quality Home Care 605 SW Fifth St. Redmond, OR 97756	541-923-4041	N/A	proqualityhomecare.com dm.pqhc@gmail.com	Diego Morgan	15	2017	CNAs, homemakers, RN supervision & bondable personal care.	Deschutes, Jefferson, Klamath, Lake & Crook counties.
Right at Home In-Home Care, Central Oregon 2195 NE Professional Ct., Ste. 15 Bend, OR 97701	541-633-7436	541-633-7438	www.rightathomeco.com julie@rightathomeco.com	Julie Burket	80	2009	One-on-one in-home care & assistance for seniors & disabled adults. Caregivers are experienced & carefully screened through criminal background checks, drug testing & motor vehicle records. Right at Home, Inc. has been in business since 1995. The corporate office is based in Omaha. They have been franchising since 2001.	Deschutes, Jefferson & Crook Counties.
St. Charles Home Health Services 63031 NE Layton Bend, OR 97701	541-706-7796	541-706-4996	www.stcharleshealthcare.org jlnewton@stcharleshealthcare.org	Julie Newton MS	78	1984	Skilled nursing, certified home health aides, medical social workers, physical, occupational & speech therapy, including orthopedic & neurological rehabilitation, collect & deliver lab specimens, fall prevention education, medication, post-operative & pain management, evaluation & treatment, wound /ostomy care, lifeline emergency response, nutritional evaluation & counseling, I.V. therapy, specializing in chronic disease management including diabetes, congestive heart failure, chronic obstructive pulmonary, disease, hypertension.	Deschutes, Jefferson, Crook, Wasco & Northern Klamath counties.
St. Charles Hospice 2500 NE Neff Rd. Bend, OR 97701	541-706-6700	N/A	stcharleshealthsystem.org hospice@stcharleshealthcare.org	Laurie Jackson	45	1988	Physician services, skilled nursing care, medical equipment & supplies as appropriate, drugs for symptom management & pain relief, complementary therapies short-term inpatient & respite care, homemaker services & hospice aides, physical & other therapies, counseling, chaplain & social work, volunteer support, bereavement support.	Deschutes, Jefferson & Crook Counties.
Touchmark at Mount Bachelor Village 19800 SW Touchmark Way Bend, OR 97702	541-383-1414	541-312-7080	www.touchmarkbend.com kaitlin.dahlquist@touchmark.com	Manny Ramos, Kaitlin Dahlquist	28	2004	Home care.	Deschutes, Jefferson & Crook counties.
Visiting Angels, Living Assistance Services 2920 NE Conners Ave. Bend, OR 97701	541-617-3868	541-330-5645	www.visitingangels.com/bend k.clark@visitingangels.com	Karen Clark	75	2007	In home care agency offering experienced/compassionate caregivers to help loved ones stay in their home. Specialize in continuity of caregiver, up to 24 hour care, personal care, companionship & more. Medication management.	Central Oregon.

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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Hospice: Dealing with End-of-Life Care During the Time of COVID

by **RONNI WILDE — CBN Reporter**

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 still 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, Dickenson 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. Hospice 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 chalking senior centers and facility 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, because 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



HEART 'N HOME COVID-DEDICATED NURSES | PHOTO COURTESY OF HEART 'N HOME

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 of 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 DISPATCH

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 oraqi.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.
 - Even if visibility is five miles away but generally hazy, air quality is moderate and beginning 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)

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Services
Balance Chiropractic, PC 477 NE Revere Ave. Bend, OR 97702	541-383-5156	N/A	www.jimneilson.com	N/A	2	1995	Gentle treatments, spinal massage, applied kinesiology, a balanced approach to better health.
Bemis Chiropractic Clinic 124 NW Second St. Prineville, OR 97754	541-447-1043	541-447-1784	www.bemischiropractic.net	Dr. Jill Bemis, Dr. James Bemis	3	1999	Chiropractic services. Specializing in integrated health care.
Bend We Care Chiropractic Center 932 NE Ninth St. Bend, OR 97701	541-382-8125	541-382-8127	www.bendwecare.com bendwecarechiropracticcenter@gmail.com	Christian K. Schuster DC	2	1982	Specific spinal reconstructive care, sports injuries & athletic performance enhancement.
Bend Whole Health Family Chiropractic 354 NE Norton Ave., Ste. 100 Bend, OR 97701	541-389-1191	541-389-1972	www.bendwholehealth.com mgr@bendwholehealth.com	Dr. Daniel Bourque	7	1995	Soft tissue & manual therapies, activator adjusting, nutritional counseling, automobile injuries, massage therapy, weight loss.
BodyWise Chiropractic 707 SW Ninth St. Redmond, OR 97756	541-548-5089	541-504-5353	www.redmondchiro.com bodywisedc@gmail.com	Dr. Michael Wise, Dr. Laura Gardiner	7	1990	Featuring Graston technique, massage & manual manipulation.
Butler Chiropractic 537 SW Seventh St. PO Box 2294 Redmond, OR 97756	541-548-0125	541-548-0323	www.activator.com butlerdc@uci.net	Dr. David C. Butler, DC	2	1991	Non-force chiropractic care utilizing activator methods technique, soft tissue work, nutritional support & low level laser therapy. Practices in Bend on Thursdays.
Cascade Chiropractic Center 477 NE Greenwood Ave. Bend, OR 97701	541-382-8866	541-323-2949	www.bend-oregon-chiropractor.com cascadechiro@gmail.com	Jim I. Wilkens DC, BS, CCSP	4	1981	Sports physician-certified utilizing numerous adjusting techniques & physiotherapy for spinal & extremity conditions.
Central Oregon Spine & Sports 2115 NE Wyatt Ct., Ste. 101 Bend, OR 97701	541-209-0471	541-323-6288	www.cospinensports.com jkvanduch@deschutesurgerycenter.com	Dr. Michael Wettstein	3	2019	Arthritis, back pain, Botox, plantar fasciitis, steroid injections, migraines, regenerative medicine, spinal cord simulator trials.
Chiropractic Associates 117 NW Larch Ave. Redmond, OR 97756	541-548-4014	541-548-0544	chiropractic.associates Clinic@Chiropractic.Associates	Dr. Michael Thille, Dr. Rodney Cross	6	1986	Manual medicine including varied adjusting techniques, physiotherapy modalities, exercise prescription & massage therapy.
Elk Ridge Chiropractic & Wellness Center 424 NE Franklin Ave. Bend, OR 97701	541-388-3588	541-388-0839	www.thebendchiropractor.com elkridgechiropractic@gmail.com	Dr. Natasha Rueggsegger, DC	9	1986	Personal injury, gentle chiropractic services, lifestyle nutrition, sports medicine & veterinary orthopedic.
Falling Waters Injury & Health Management 55 NW Wall St., Ste.100 Bend, OR 97703	541-389-4321	541-389-4420	www.fallingwaterscenter.com amanda@fallingwatersbend.com	Amanda Guy	40	2007	Specializing in auto injuries, work comp injuries, aquatic therapy, sports, post surgical & functional & strength rehabilitation of the back, neck, shoulder & knee. Also chiropractic, physical therapy, massage & nutritional counseling.
Freedom Wellness Center 2940 NW Terra Meadow Dr. Bend, OR 97703	541-389-0263	541-389-0676	drpamcobbs@yahoo.com	Dr. Pam Cobbs, Dr. Jeff Cobbs	7	2005	Chiropractic care, cranial chiropractic, massage therapy, nutrition, wellness talks & wellness coaching.
Hanes Chiropractic Wellness Center 446 NW Third St. Ste. 200 Prineville, OR 97754	541-447-7230	541-447-5775	www.center4wellness.com	Coby L. Hanes DC	4	1995	Complete Chiropractic Wellness Center including: gentle chiropractic adjustments, mechanical flexion/distraction for disc problems, cold wave laser, massage therapy, nutritional & herbal medicine, discounted labs, Allergy treatment & Detox.
HealthSource of Redmond 605 NW Sixth St. Redmond, OR 97756	541-548-4086	N/A	www.healthsourcechiro.com/redmond/#gref	Eric B. Hayden	3	1991	Chiropractic care, manual medicine, physical therapy, exercise & rehab.
High Desert Chiropractic Clinic 1551 NE Fourth St. Bend, OR 97701	541-389-9373	541-388-0650	www.highdesertchiro.com hdchiro@gmail.com	Dr. Joshua Kuhn, Dr. Brandi Kuhn	8	1994	Holistic healthcare for the whole family, certified chiropractic sports physician, nutritional, exercise & massage therapy.


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The Flu & You

Frequently Asked Questions

by Dr. ALBERT NOYES, PharmD, Director of Pharmacy Services — Mosaic Medical

As healthcare providers, every year we prepare for the arrival of “flu season” in the fall and winter. This year, due to the COVID-19 pandemic, we are especially encouraging our patients and the public to be sure to plan for getting a flu vaccine.



Influenza (flu) and COVID-19 are caused by different viruses, but both are expected to spread in the coming months according to the Centers for Disease Control and Prevention (CDC). The CDC is recommending annual flu vaccinations for everyone six months and older.

Avoiding the flu during the COVID-19 pandemic is vital for our community. Getting a flu vaccine this year will not only reduce your risk of getting the flu, but will help us to conserve potentially scarce healthcare resources.

To help inform our patients and the public, we have created the following Frequently Asked Questions based on information from the CDC:

What will the flu vaccine protect me from?

Each year the flu vaccine is reviewed and updated to provide protection against the three or four flu viruses that are expected to be most common. At Mosaic Medical, we will be using a high-quality, four-strain coverage vaccine. For 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.

When should I get my flu vaccine?

The CDC recommends that September and October are good months to get vaccinated. As long as the flu season is still going strong, vaccinations will continue — even past January. At Mosaic Medical, flu vaccine will be available to patients starting September 21. Patients may call Mosaic at 541-383-3005 to schedule their flu shot beginning September 7.

Who should get a flu vaccine?

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.

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. At Mosaic we have established outdoor Drive-Up Care locations in Bend, Redmond and Prineville to be able to provide safe, convenient vaccinations and other services for our patients.

Will there be a shortage of flu vaccine?

A record number of flu vaccine doses are being produced this year and manufacturers are not reporting any significant delays.

Will the flu vaccine protect me from COVID-19?

The influenza vaccine will not protect you from the coronavirus (SARS-CoV-2). Influenza 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?

Both illnesses can be serious and both can result in hospitalization or death. According to the CDC, at this time it does appear that COVID-19 is more deadly than seasonal flu. However, there is much that is not known about this new coronavirus.

Albert Noyes, PharmD, CDCES, 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 conditions, 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.

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Chiropractors (Listed Alphabetically)

▶ CONTINUED FROM PREVIOUS PAGE

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Services
Madras Chiropractic Clinic 28 NE 12th St. Madras, OR 97741	541-475-6171	541-475-6172	www.mullinsmadraschiropractic.com mmm4ecc@yahoo.com	Dr. Mark M. Mullins	1	1978	Manual manipulation of the spine & extremities, physical therapy equipment, massage therapy, x-ray facilities & specializing in chiropractic orthopedics.
McCleery Chiropractic Health Centre PC 61573 Onion Dr. Bend, OR 97702	541-389-7103	N/A	www.drmmcleery.com mccleeryoffice@bendtel.net	Dr. Daniel McCleery	2	1977	Care for many types of conditions, scoliosis screening & care, auto accident cases, computerized insurance billing, treat patients of all ages, workers compensation & private insurance.
Michael D Tobey, DC 141 NW Greenwood, Ste. 101 Bend, OR 97703	541-383-2185	541-388-2606	www.drmtobey.com	Dr. Michael D. Tobey	5	1991	Chiropractic. Spinal adjustments. Find it, fix it, leave it alone.
NorthWest Crossing Chiropractic & Health Center 628 NW York Dr., Ste. 104 Bend, OR 97703	541-388-2429	541-388-2439	www.nwxhealth.com nwxhealth@gmail.com	Dr. Terry Rubadue-Doi, DC, CCSP, Katrina Gruber LMT	10	2003	Acupuncturist Steven A. Foster-Wexler; chiropractic care by Theresa Rubadue-Doi DC CCSP; massage therapy by Cinda Strauch LMT; naturopathic care by Laura Staver ND, Dr. Jordan T. Doi MSc DC CCSP.
Pangea Chiropractic 409 NE Greenwood Ave., Ste. 120 Bend, OR 97702	541-728-0954	541-728-0956	pangeachiropractic.com info@pangeachiropractic.com	Dr. Andrew Torchio, Dr. Ashely Campbell	5	2013	Specializing in corrective chiropractic care with an emphasis on pediatric & pregnancy care with a mission to help families achieve their true innate health potential.
Redmond Wellness & Chiropractic 1655 SW Highland Ave., Ste. 6 Redmond, OR 97756	541-923-2019	855-279-8333	www.redmondwellness.com rwc.clinic@gmail.com	Jessica Johnson, David Herrin DC	5	1999	Gentle spinal manipulation, personalized nutrition & homeopathy, massage therapy.
Ries & McClain Chiropractic Center 711 NE Irving Ave. Bend, OR 97701	541-388-0496	N/A	N/A	Dr. McClain	3	1981	Family chiropractic care. Treatment is a non-force adjustment using an instrument (activator) that gives a quick thrust to the vertebrae.
Slater Chiropractic 240 NW Claypool St. Prineville, OR 97754	541-447-6627	541-447-6193	www.slaterchiropractic.com chris@slaterchiropractic.com	Paul J. Slater DC	12	1996	General chiropractic services.
Snow Creek Chiropractic & Natural Health Center 152 N Larch St. PO Box 1896 Sisters, OR 97759	541-549-0624	541-549-3565	drgivott@outlawnet.com	Irv Givot	1	1992	Light force adjustment, laser-assisted kinesiology, bio-cranial therapy, supplements, herbs & botanical remedies, treatment of chronic disease, & herbal & nutritional therapy.
Sport + Spine 347 NE Kearney Ave. Bend, OR 97701	541-383-4585	541-383-9092	www.sportandspinebend.com info@sportandspinebend.com	Dr. Bradley Pfeiffer	5	1999	Specializing in treatment of automobile accident & on the job injuries, preferred provider for most insurance, corporate health workshops/lectures.
Teicheira Chiropractic 198 SE Third St. Bend, OR 97702	541-383-3101	541-383-3101	www.teicheirachiropractic.com teichdc@gmail.com	Dr. Christine Teicheira, Dr.Todd Teicheira	2	1991	Chiropractic health care, certified animal chiropractor, Diplomat Gonstead Specific technique.
Three Sisters Chiropractic Clinic 270 S Spruce St. Sisters, OR 97759	541-549-3583	Same as phone	www.threesisterschiropractic.com threesisterschiropractic@gmail.com	Dr. Inice Gough	1	1991	Gentle techniques, pain relief, physical therapy & rehab.
Total Life Chiropractic Clinic 230 SE Third St., Ste. 105 Bend, OR 97702	541-312-4470	541-312-4430	www.totallifechiro.com totallifechiropractic@gmail.com	Dr. James R. Marion, DC	1	1991	Daily examination & adjusting hours, auto & work related injury care, therapeutic massage, spine & extremity care, spinal traction & rehabilitation, pediatric chiropractic & kinesio-taping

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.

Dentists *(Listed Alphabetically)*

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Services
Alpine Dental 2078 NE Professional Ct., Bend, OR 97701	541-382-2281	541-382-1610	www.alpinedentalbend.com	Branden R. Ferguson DDS, Taylor M. Bybee DDS	7	1998	General dentistry.
Awbrey Dental Group 965 SW Emkay Dr., Ste. 100 Bend, OR 97702	541-383-0754	541-383-8128	www.awbreydental.com hello@awbreydental.com	Dr. John Luke Covalt, DDS, Dr. Mark Builder, DMD, Dr. Peter Yonan, DMD, Dr. Christopher Primley, DMD	22	1994	General dentistry, implants & cosmetic dentistry.
Bend Dental Group 901 NW Carlon Ave., Ste. 1 Bend, OR 97703	541-389-1884	541-330-1461	www.benddentalgroup.com smile@benddentalgroup.com	Dr. Tyler Schultze, Dr. Katherine Stahrr, Dr. Jeff Johnson	14	2003	General dentistry.
Bend Family Dentistry 660 NE Third St., Ste. 3 Bend, OR 97701	541-876-1573	541-389-1114	www.bendfamilydentistry.com info@bendfamilydentistry.com	Dr. Brad Hester, DMD, Gregg Jones, DMD, Dr. Mary Kate Grady, DDS, Dr. Roxane Kotzin, DMD	30	1994	General dentistry, specializing in cosmetic dentistry, In- visalign, IV Sedation, TMJ treatment & dental implants.
Bluefish Dental & Orthodontics 2565 NE Butler Market Rd. Bend, OR 97701	541-317-1887	N/A	www.bluefishdental.com info@bluefishdental.com	Dr. Sheila Lansden, Dr. Catherine Quas, Dr. John Frachella	20	2004	Pediatric dentistry & orthodontics.
Bluefish Dental & Orthodontics - Redmond 1429 SW 15th Redmond, OR 97756	541-923-1300	541-504-1325	www.bluefishdental.com info@bluefishdental.com	Dr. John Frachella, Dr. Catherine Quas, Dr. Sheila Lansden	20	2010	Pediatric dentistry & orthodontics.
Brandon Turley, DMD 708 W Antler Ave., Redmond, OR 97756	541-548-5105	541-548-5746	www.dentistsredmondor.com turleydmd@yahoo.com	Dr. Brandon Turley, DMD	5	2013	General & family dentistry.
Brian G. Kallus 16440 Third St., La Pine, OR 97739	541-536-2175	541-536-1206	N/A	Dr. Brian G. Kallus, DMD	3	1975	General & preventative dentistry.
Cascade Endodontic Group 1590 NE Williamson Blvd., Bend, OR 97701	541-388-1500	541-388-6995	www.cascadeendodontics.com	Dr. Daniel Bitner, DMD, Dr. Patricia Paparcui, DMD	6	2013	Endodontics.
Cascadia Family Dental 361 NE Franklin Ave., Bldg. D Bend, OR 97701	541-382-5678	541-382-5678	dentistinbendoregon.com stevenetimmdmd@bendbroadband.com	Dr. Jared Adams, DDS	7	1978	General dentistry.
Central Oregon Dental Center 1563 NW Newport Ave., Bend, OR 97703	541-389-0300	541-330-9753	www.centraloregondentalcenter.net codental@bendbroadband.com	Michael R. Hall, DDS	5	1999	General dentistry.
Central Oregon Perio, PC 1569 SW Nancy Way, Ste. 3 Bend, OR 97702	541-382-5080	541-317-0355	www.centraloregonperio.com gumdoc@centraloregonperio.com	Dr. Nicholas W. Misischia, DMD	5	1992	Periodontist.
Clark Family Dentistry 2727 SW 17th Pl., Redmond, OR 97756	541-548-3896	541-548-1859	www.clarksmile.com clarkfd@bendbroadband.com	Edward Clark, DMD	10	1995	General dentistry.
Contemporary Family Dentistry 1016 NW Newport Ave. Bend, OR 97701	541-389-1107	541-317-5958	www.contemporaryfamilydentistry.com	Jessica A. Henderson, DMD, PC	6	1985	General dentistry, TMJ & sleep appliances to general & cosmetic dentistry.
Deschutes Dental Center 159 SW Shevlin Hixon Dr., Bend, OR 97702	541-317-1300	541-317-1351	www.freemansmiles.com	Dr. Phillippe Freeman, FAGD, DMD	6	2001	General dentistry with specialty in cosmetics.
Deschutes Pediatric Dentistry 1475 SW Chandler Ave., Ste. 202 Bend, OR 97702	541-389-3073	541-389-9642	www.deschuteskids.com info@deschuteskids.com	Edward Christensen, DDS, Ashley Swan, DMD, Stephanie Christensen, DMD, Steve Christensen, DMD	11	2005	Pediatric dentistry.
Everson, Greg DMD, PC 491 E. Main St., PO Box 10 Sisters, OR 97759	541-549-2011	541-549-4787	dr.everson@bendbroadband.com	Dr. Greg Everson, DMD, PC	6	1986	General & family dentistry.
Gilmore Dental 834 SW 11th St., Ste. 2, Redmond, OR 97756	541-504-5707	541-504-0415	www.gilmoredental.com redmondndental@gmail.com	Amy Remick	9	2007	General dentistry.
Greenwood Dental Care 906 NE Greenwood Ave., Ste. 1 Bend, OR 97701	541-382-4848	541-617-9530	www.greenwooddentalcare.com gdc@bendcable.com	Dr. Ken M. Shirtcliff, DMD	7	1999	General dentistry.
Greg M. Lee, DMD PC 515 NE Fourth St., Ste. H, Bend, OR 97701	541-382-0414	541-382-9469	www.gregmlee.com	Dr. Greg M. Lee, DMD PC	3	2006	General & family dentistry.
James V. Bachman DMD 535 NE Greenwood Ave. Bend, OR 97701	541-388-0777	541-388-5140	www.jbachmandental.com	Dr. James V. Bachman DMD	7	1994	General dentistry.
Jay Gronemyer, DMD 1553 NW Canal Blvd., Ste. 101, Redmond, OR 97756	541-923-2880	541-923-2881	jaygronemyerdmd.com	Dr. Jay Gronemyer, DMD	5	2012	General dentistry, cosmetic dentistry.
Juniper Dental 461 NE Greenwood Ave., Ste. C Bend, OR 97701	541-318-1564	541-318-5229	www.juniperdental.com frontdesk@juniperdental.com	Dr. Chad Stephenson DDS	5	2008	General dentistry.
Krueger & Lenox Oral & Maxillofacial Surgery 1475 SW Chandler Ave. Ste. 101, Bend, OR 97702	541-617-3993	541-617-0030	www.drkeithkrueger.com info@kruegerlenox.com	Dr. Keith E. Krueger DMD, Dr. Nathan Lenox, MD, DMD	11	2000	Oral & Maxillofacial surgery.
Krueger & Lenox Oral & Maxillofacial Surgery - Eastside Office 1475 NE Williamson Blvd, Bend, OR 97701	541-382-1053	N/A	www.drkeithkrueger.com	Dr. Keith E. Krueger, DMD, Dr. Nathan Lenox, MD, DMD	10	1997	Oral & Maxillofacial surgery.
Krueger & Lenox Oral & Maxillofacial Surgery - Westside Office 1475 SW Chandler Ave., Ste. 101, Bend, OR 97701	541-617-3993	541-617-0030	www.drkeithkrueger.com	Dr. Keith E. Krueger, DMD, Dr. Nathan Lenox, MD, DMD	10	1997	Oral & Maxillofacial surgery.
La Pine Dental 51384 Hwy 97, La Pine, OR 97739	541-630-4023	541-536-2093	www.lapine-dental.com lapine.dental@yahoo.com	Stephen W. Allen, DMD	8	1981	General dentistry.
Lisa Adams General Dentistry 155 SW Century Dr., Ste. 102, Bend, OR 97702	541-382-7708	541-382-1139	ladamsdmd@bendbroadband.com	Lisa A. Adams DMD	5	2000	General dentistry.
Masters of Dentistry 628 NW York Dr., Ste. 101 Bend, OR 97701	541-389-2300	541-389-2301	www.mastersofdentistry.net laura@mastersofdentistry.net	Dr. Tad Hodgert, DMD	4	1974	General & implant dentistry.
Nordstrom, Marc A. DMD, PC 108 NW Newport Ave., Bend, OR 97701	541-382-0823	541-385-8665	nordstrom@bendcable.com	Dr. Marc Nordstrom, DMD, PC	22	1970	General dentistry.
Oak Street Dental 376 NE Oak St. Madras, OR 97741	541-475-6156	541-475-6157	osd@bendbroadband.com	Dr. Adam Zangrillo, DMD	4	2005	General dentistry.
Optimal Orthodontics 710 SW Highland Ave., Redmond, OR 97756	541-923-7432	541-550-1820	www.optimalorthodontics.com	Dr. Scot Burgess, DMD, PC	6	1995	Orthodontics for children & adults.
Pilot Butte Dental 1909 NE Neff Rd., Bend, OR 97701	541-382-3523	541-382-8129	www.pilotbuttedental.com pilotbuttedental@yahoo.com	Dr. John Wiley	5	2000	General dentistry.
PNW Dental 499 SW Upper Terrace Dr., Ste. B, Bend, OR 97702	541-323-3930	541-323-3929	dentist-bend.com info@dentist-bend.com	Matthew Pavlovich, DDS	5	2015	Cosmetic & general dentistry, implates, crowns, emergencies.
Ponderosa Dental Center 2088 NE Williamson Ct. Bend, OR 97701	541-640-5234	541-382-1217	www.ponderosadentalcenter.com info@ponderosadentalcenter.com	Joshua Prentice, DDS	8	2017	General dentistry.
Prineville Dental 601 NW Third St., Prineville, OR 97754	541-447-4888	541-447-4686	www.prinevilledental.com wkmccleure@hotmail.com	Dr. Paul Fairbanks, DDS	5	1980	General dentistry.
PureCare Dental 3081 N Hwy. 97, Ste. 150 Bend, OR 97703	541-647-5555	541-647-5554	www.purecaredental.com info@purecaredental.com	Dr. Eric M. Cadwell, DDS, Dr. Tyler Fix, DMD	14	2010	Family dentistry - adults & children, cosmetic dentistry, smile makeovers, porcelain veneers, implants, wisdom tooth extractions, orthodontics & teeth whitening.
Redmond Dental Group 1765 SW Parkway Dr., Redmond, OR 97756	541-548-8175	541-548-7025	www.redmondndentalgroup.com	Dr. Dane Smith, DDS, Dr. Max Higbee, DMD	19	1971	General dentistry.
River Park Family Dentistry 155 SW Shelvin Hixon Dr. Bend, OR 97702	541-382-0392	541-383-7170	www.riverparkfamilydentistry.com	Dr. Ben Grieb, DMD	9	2004	Family & cosmetic dentistry.
Rockpoint Dental 2300 SW Glacier Place, Redmond, OR 97756	541-923-4577	541-923-8677	www.rockpointdental.com frontdesk@rockpointdental.com	Dr. Chad Stephenson, DDS	5	2002	General dentistry.
Rosenzweig Orthodontics - Bend 502 NE Fourth St. Bend, OR 97701	541-382-6822	541-382-1263	www.centraloregonortho.com str8bite@bendcable.com	Dr. Brian J. Rosenzweig, DMD	9	1975	Orthodontics.
Rosenzweig Orthodontics - Redmond 668 SW Rimrock Way, Redmond, OR 97756	541-382-6822	N/A	www.centraloregonortho.com str8bite@bendcable.com	Dr. Brian J. Rosenzweig, DMD	9	1975	Orthodontics.

by RONNI WILDE — CBN Reporter

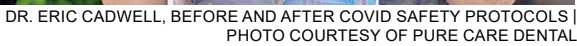
Pure Care Dental

THE STAFF AT BLUE FISH DENTAL & ORTHO WORK HARD TO KEEP THEIR
YOUNG PATIENTS AND FAMILIES SMILING | PHOTO COURTESY OF BLUE
FISH DENTAL & ORTHO

purecaredental.com

At Blue Fish Dental & Ortho in Bend, pediatric dentist and orthodontist Dr. Cate Quas said her staff made sweeping updates to their safety protocols in March to stand in solidarity with health-care providers and protect the most vulnerable members of our community. "Since COVID-19 began, Bluefish has taken daily action to keep both our patient families and our team healthy and safe," she said. "Since March, we've operated on a reduced schedule,

Continued on Page 34 ►



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► CONTINUED FROM PAGE 32

Dentists *(Listed Alphabetically)*

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Services
Select Care Dental 774 SW Rimrock Way Redmond, OR 97756	541-923-7633	541-923-8733	www.selectcaredental.com office.selectcare@gmail.com	Mark T. Nuttall, DMD, Jared R. Anderson, DDS	16	1996	General dentistry, cosmetic dentistry & implants.
Shevlin Dental Center 910 SW Simpson Ave., Bend, OR 97702	541-382-8575	541-382-8681	www.shevлиндental.com info@shevлиндental.com	Dr. Matt Falkenstein, DDS, Dr. David Cauble, DMD	12	1971	General dentistry.
Skyline Dental 2137 NE Fourth St. Bend, OR 97701	541-389-4807	541-385-6883	www.skylinedentalbend.com info@skylinedentalbend.com	Dr. Natalie Buckley, DMD, Dr. Zack Porter, DDS, Dr. Mehdi Salari, DMD, Dr. Maureen Porter, DDS	21	1976	General dentistry.
Studio Nine 30 930 SW Yates Dr., Bend, OR 97702	541-317-9381	541-317-5038	www.studionine30.com smile@studionine30.com	Dr. Matthew B. Engel, DMD	4	1994	State of the art restorative, cosmetic & preventative dentistry.
The Brace Place, Central Oregon Orthodontic Specialists 569 NE Clay Ave., Bend, OR 97701	541-382-0410	541-389-0161	www.centraloregonbraceplace.com braceplace@bendbroadband.com	Dr. David Kang, DMD, Dr. Neil Wiater, DMD	13	1985	Orthodontics, Invisalign preferred provider, complimentary consultations, free custom mouthguards year-round to all Central Oregon athletes.
Timm Family Dentistry 375 NE Emerson Ave. Bend, OR 97701	541-382-1991	541-330-9095	www.timmfamilydentistry.com info@timmfamilydentistry.com	Dr. Jeffrey Timm, DMD, Dr. Andrew Timm, DMD, Dr. Ryan Timm, DMD	14	1981	General dentistry.
Todd A. Schock, DMD, MD 1893 NE Neff Rd., Bend, OR 97701	541-382-7981	541-389-6953	www.drschock.com osurgery@bendbroadband.com	Dr. Todd A. Schock, DMD, MD	8	2001	Oral & Maxillofacial surgery.
Tony Parsley DMD PC 1332 SW Highland Ave., Ste. 1 Redmond, OR 97756	541-504-3322	541-504-4346	www.parsleydmd.com jparsley2@gmail.com	Dr. Tony Parsley, DMD	10	2010	General dentistry including: root canal therapy, cosmetic procedures, extractions & dentures.
West River Dental 701 NW Arizona Ave., Ste. 100, Bend, OR 97703	541-317-5732	541-388-9248	westriverdentist.com westriverdental02@yahoo.com	Dr. Dennis Holly, DMD	4	1999	General family dentistry.
Zookal Super Tooth Care for Kids 1245 SE Third St., Ste. A-1 Bend, OR 97702	541-318-5688	541-322-5581	www.zookadental.com teamzooka@zookadental.com	Dr. Rex Gibson, DMD	11	2000	Specialized care for infants, children & young adults & special needs: emphasis on prevention & education.

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.

17th ANNUAL

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FILM

FEST

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Bend entrepreneur and tireless arts advocate Pamela Hulse - Andrews started Independent Women for Independent Film to support BendFilm and the growing careers of women filmmakers. BendFilm has built on Pamela’s legacy to support emerging women artists and to inspire young women and girls to pursue the arts.

Thank you, 2020 IndieWomen, who have contributed thus far:

Sandy Anderson

Karen Anderson

Tammy Baney

Patricia Buehler

Paula Bullwinkel

Abby Caram

Margo Caram

Adele Caram

Monica Desmond

Carolyn Dietz

Colleen Dougherty

Eve Dreher

Tomoko Ferguson

Molly Foerster

Pat Fulton

Linden Gross

Juli Hamdan

Mollie Hogan

Yvonne Hunt

Suzanne Johannsen

Barbara M. Jordan

Jan Jordan

Else Kerkmann

Karen Koppel

Mary Meador

Patsy Melville

Kimberly Paxton-Hagner

Tracy Pfiffner

Amy Renalds

Donna Rice

Liz Rink

Sheila Rittenberg

Mindy Soules

Amanda Cudd Stuermer

Alicia Vickery

Rebecca Warner

Visit bendfilm.org/indiewomen and join today to build on Pamela’s legacy!

BENDFILM

a celebration of independent cinema

Central Oregon Residents Encouraged to Access Mental Health Services During Pandemic

by LINDA QUON

In the midst of a global pandemic, tensions are high and many people are experiencing increased anxiety, depression and isolation. The Mind Your Mind Central Oregon team is asking for community members to continue to talk about mental health, encourage self-care and connect residents with professional mental health resources.

With school and service agency closures, there is also concern about the needs of children. Settings in which children’s physical and mental health needs are often identified are less available during this time, and behavioral health agencies are observing a decrease in referrals of children to important mental health services.

Mind Your Mind Central Oregon, a Central Oregon effort to promote everyday mental health, is reaching out on behalf of local mental and physical health providers and advocates to remind Central Oregonians about the importance of seeking emotional care and support every day, and especially during challenging times. Information regarding mental health and other resources can be found at mindyourmindco.org.

“People are experiencing high levels of stress right now. Business owners are struggling, individuals are navigating employment and housing challenges, parents are juggling work while trying to keep their kids on track,” said Jessica Jacks, prevention supervisor for Deschutes County Health Services. “We all need to be vigilant about using our coping skills and reaching out for help when we need it.”

Mind Your Mind Central Oregon is an initiative of Prevention Professionals in agencies across Crook, Jefferson and Deschutes counties and in partnership with the Central Oregon Health Council.

mindyourmindco.org

Dental Care

Continued from page 33

increased appointment times, updated our hygiene protocol, implemented a screening process and have allowed a limited number of patients present in the office. We are also providing telehealth dentistry for select appointments,” she added. “While we hadn’t considered virtual appointments prior to COVID-19, they’re here to stay. We have loved being able to conveniently connect with our community this way.”

In May, as per the Governor’s mandate, Quas said they quickly transitioned to a limited in-office schedule, seeing only urgent and emergent patients. Then in early June, Blue Fish slowly began re-opening and has gradually increased availability ever since. “We’d rather go slow and steady so that everyone feels safe and

smiley...because isn’t that the point?”

As a pediatric practice, keeping patients happy and calm is huge, she said. “We’ve used this as an opportunity to wear sloth, watermelon and shark-themed surgical gear. Our hats, gowns and masks have kept our team and patients laughing.”

While the pandemic has created very real challenges in the dental world, Quas and the rest of the Blue Fish staff have looked for the positives. “The pause in practice gave us an opportunity to reflect on what is important and appreciate the gifts that are present every day in our families, our team and our patients,” she said. “Their resilience, innovation and teamwork has made the transition into our new norm a good one. The connection to our patient families is stronger than ever. This is a shared experience that connects all of us to each other in many ways.”

bluefishdental.com

Estate of Confusion

Benefits of an Effective Estate Plan

by **DAVID ROSELL** — Rosell Wealth Management

People are often surprised when they find out 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 does not become your number one beneficiary, 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 services and programs. High-income taxpayers will continue to shoulder the burden in a number of ways. Do not assume that your existing financial and estate planning documents will meet all of your goals. Often they won’t. Those who adopt a wait-and-see approach may find that they have defaulted to a wait-and-pay approach, which gets us right back to the subject of taxation.

After years of changes, political arm-twisting and the indecisiveness 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 do 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

Continued on Page 38 ►

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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 Corps. Away from work, Dickinson enjoys time with his teenage children and heads outdoors for golfing and hiking.

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



Robert Bertini

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 all 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."



Eric Alston

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The addition of Alston sets Mill Point Dental on a course charted toward dental excellence. Drs. Michael and Chelsea Longlet purchased Mill Point Dental in 2018 with a vision to cultivate a practice that leads the community in both patient care and education. Their vision continues to focus on utilizing technological advancements to identify and treat a variety of dental conditions while honoring the unique concerns, needs and goals of each patient.

"We believe in looking at patients as a whole, rather than just a mouth and want to change dentistry for the better," said Longlet. "Bend and its vibrant people deserve the best; we will move forward with this goal."

The **Latino Community Association** (LCA) has hired a Workforce Navigator to coach Latinos in Central Oregon to improve their skills so they can gain better-paying jobs. A \$150,000 grant from the Northwest Area Foundation will enable LCA to help clients who desire a career change to set goals and define clear steps for advancement.

Over the two-year span of the grant, LCA aims to equip up to 250 individuals with English classes, computer literacy and job search and interviewing skills that will

help them increase their incomes and achieve their goals.

LCA primarily serves immigrant Latino family members, many with limited English proficiency, who work low-wage jobs to simply survive in an area with high rents and home prices. Of the 4,532 clients LCA served last year, 91 percent earned less than \$30,000 annually and 72 percent earned less than \$20,000, far below the median family income in our region. Only 17 percent used email.

"We want to encourage our clients to dream big and help them develop a plan to achieve those dreams. We want to be catalysts in their journey to improved self-confidence and self-determination," LCA wrote in its grant application. "It is critical that our immigrant families are aware of and gain access to the many opportunities of the expanding knowledge economy."

The Northwest Area Foundation aims to reduce poverty and build prosperity across the northern states from Washington and Oregon to Minnesota and Iowa. It funds Native-run and grassroots organizations that serve communities of color and rural areas. Its founder, Minnesota businessman and philanthropist Louis W. Hill, was the son of Great Northern Railway founder James J. Hill. The foundation serves the region that spans the railroad's freight routes.

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 is

both inspiring 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.

"What 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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Midtown Place

Continued from page 1

identified in the 2015 plan. Pinnacle worked with Housing Works to prepare a response and ultimately win the project. 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 its transformation.

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.

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

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The Collective NWX

Continued from page 3

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 materials and finishes as the current offices. Pricing starts at \$695/month and includes all the coworking amenities, including 24/7 access, gigabit ethernet and wi-fi internet, monthly conference room time, fully stocked beverage bar, private shower rooms, bike storage, use of the outdoor and cafe spaces, as well as mail delivery service and other office amenities.

“We are thrilled to be able to expand our business and welcome additional members to the CNWX community,” said Kent Odendahl, 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 for their 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 is well positioned 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 a small office.

Since opening in January 2020, owners Sara and Kent Odendahl 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

Continued from page 3

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 human potential throughout their lives.”

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, but since COVID-19 has forced the agency to close to in-person dining 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 many generous individuals. These gifts will 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.

“We were so impressed when [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

Estate of Confusion

Continued from page 35

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 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 the down payment of their first home.

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 to the designated charity or charities. So 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 charitable 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 avoidance of 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. This situation can be addressed by using a portion of the income 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 this policy can be arranged to pass free from both 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 and enjoy the delight of your benevolence, while endowing your selected charity with a sizable gift.

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

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Central Oregon Business Calendar

- September 2**
6pm City of Bend City Council Virtual Work Session.
www.bendoregon.gov/councilagenda.
- September 2**
7pm City of Bend City Council Virtual Business Meeting.
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**
Noon City Club of Central Oregon Livestream Event, Every Vote Does Count:
Social Movement and Voting Trends. cityclubco.org.

- September 18**
8:30am Redmond Chamber Virtual Coffee Clatter. Facebook Live.
- September 24**
5pm EDCO Virtual PubTalk.
Livestreaming at edcoinfo.com/edcoevents.
- September 25**
8:30am Redmond Chamber Virtual Coffee Clatter. Facebook Live.
- September 30**
1-5pm Redmond Chamber Business Expo and Job Fair at
Deschutes Fair and Expo Center Middle Sister.
www.visitredmondoregon.com/events/business-expo.
- October 15-16**
Bend Venture Conference, Downtown Bend.
bendvc.edcoinfo.com.
- November 19**
5pm EDCO Virtual PubTalk.
Livestreaming at edcoinfo.com/edcoevents.

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. #1040 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: Ron Sparks, Inc. 972-552-9475 Permit # 19-5048
- \$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 Lp. 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 (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 (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.



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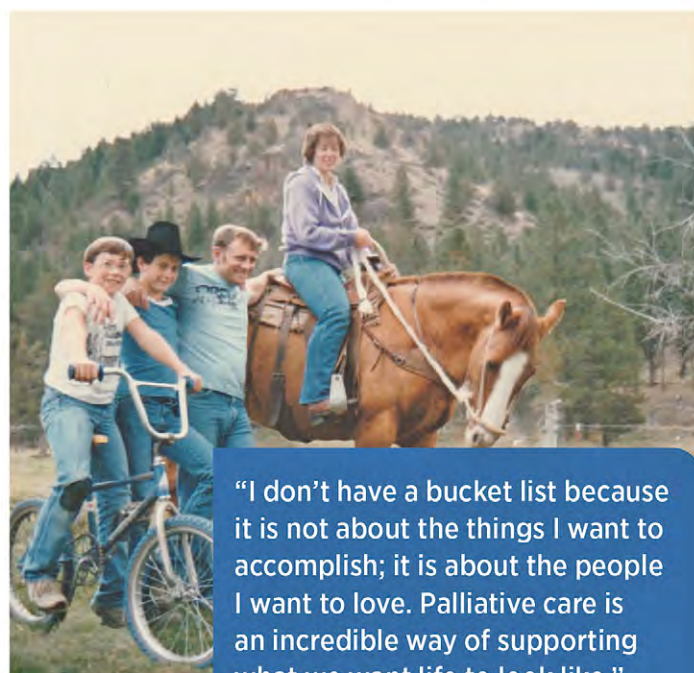
Hospice | Hospice House

Home Health | Transitions

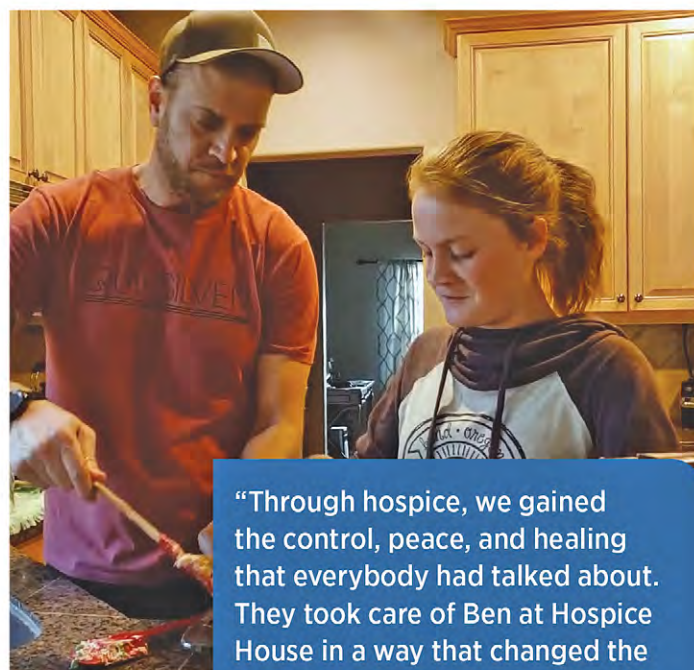
Palliative Care | Grief Support



"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."
-Elly 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