

From a Company of Two to a Family of More Than 40 Employees



DAVE AND TARA FINNELL WITH THEIR FOUR
"FUTURE ELECTRICIANS" | PHOTO COURTESY OF
TOMAHAWK ELECTRIC

by RONNI WILDE — CBN Reporter

For Dave and Tara Finnell, their employees are not just workers, they are family. Three years ago, the couple opened Tomahawk Electric in Redmond, and the business was just the two of them working side by side. Now, however, the Finnells are the proud owners of three booming businesses and have more than 40 employees.

"Dave and I don't have a lot of family in Central Oregon," says Tara. "Our employees aren't just our employees; we have made friends with them. We aren't just their bosses; we want to be there for them. We hang out with them." COVID has put a damper on the large social functions, Tara says, but in previous years, they hosted barbecues and holiday parties with their staff. "We do our best to treat our employees with respect and help them out in every aspect of life we can. Our moto is work to live, not live to work. We're all here to live life in the best way we can, and we support that in ourselves and our employees."

The Finnells decided to start Tomahawk Electric after Dave had been working in the electrical trade for nearly two decades. "My husband has been in the trade for over 20 years, so we decided we were going to give it a shot, and we did," Tara explains. "I went to school to learn accounting and bookkeeping, and I'm four credits away from completing my degree." On the Tomahawk website, Dave is described as "Owner and Best Damn Electrician in town," and Tara's job description reads, "Chief Everything Officer and mother of future electricians." The "future electricians" are the Finnells' four children: Lexie, 14, Shelby, 11, Jonathan, 6 and Liam, 3. "They are great kids; smart, helpful to each other and they make our life great," says Tara, adding that her children are understanding of the very full schedule. "Together, we juggle being parents and business owners; we do it

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Redmond — The Little City that 'Gets It'

by RONNI WILDE — CBN Reporter

The Bend-Redmond area has been named the No. 1 Top 10 Best-Performing Small City in the nation for the fourth year in a row by The Milken Institute, and while Bend may take much of the glory for that accolade, Redmond has played no small part in the region's growth — even in the midst of a pandemic.

The number of building permit applications Redmond has received in 2020 is up 18 percent over last year, permits issued are up 24 percent and total planning permits are up 15 percent. "The other stat that is important to look at is building permit valuation. I like this valuation because it captures everything being built and constructed, from small additions to new 50,000-square-foot facilities," says Deputy City Manager John Roberts. "This valuation is up 17 percent, or \$17 million dollars. In light of the global pandemic, it's like Redmond is living in the NBA bubble. Things are going well. It appears everybody is bullish on Redmond; our data points to this to be true."

As the world pivots to learn how to live with the changes brought about in 2020, individuals, families and businesses are leaving larger cities in search of quieter, more peaceful places. With people moving away from the big metropolitan areas, Redmond



DOWNTOWN REDMOND HAS A NICE MIX OF SHOPS, EATERIES, BREWPUBS AND GALLERIES | PHOTO
COURTESY THE REDMOND CHAMBER OF COMMERCE

has seen explosive growth right alongside Bend.

"I love what Frank Bonacquisti on KBND says: He calls Redmond the city that 'gets it.' Our roads are good and our businesses are good. We are truly open for business; businesses come here and stay here," says Redmond Mayor George Endicott. "Since 2010, in our traded sector, we've had an 88 percent growth in jobs and an even higher growth in wages. No wonder we make top ranking with Milken."

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City of Redmond Spotlight — Pages 14-21

Door Opens to Bright Future for Brian's Cabinets

by SIMON MATHER — CBN Feature Writer



BRIAN'S CABINETS NEW PRODUCTION AREA | PHOTO BY CASCADE BUSINESS NEWS

Leading Central Oregon manufacturer Brian's Cabinets has unveiled its new home in the shape of a 42,000-square-foot state-of-the-art custom facility on Sockeye Place in Bend's North East industrial sector.

The project, designed by locally based STEELE Associates Architects and built by Empire Construction & Development, has been in the works for some two years, after the cabinetry specialist outgrew its former 33,000-square-foot location off American Lane.

Brian's Cabinets has garnered a reputation for crafting products of exceptional quality and value since its

relatively humble beginnings as a two-person shop in 1977, and has evolved to become a prime manufacturer with cutting-edge production capabilities that has strived to stay at the forefront of its industry's design and construction technology.

As one of the largest cabinet shops in the region, it is also one of the area's more sizeable employers, with a current workforce of around 65 and an expanded capacity to potentially add ten more at the new facility, as needed.

Named for the original founder, Brian's Cabinets was

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RECENT TRANSACTIONS

Jeff Reed & Walt Ramage of **NAI Cascade** represented the seller of 1990 S Hwy 97 in Redmond. The property, which is leased to **Dutch Bros**, closed at \$1,650,000.

Principal broker **Bruce Churchill** of **Compass Commercial Real Estate Services** represented the buyer, **LBLM Investments, LLC** and **Three Sisters Holdings, LLC**, in the sale of a 15.3 acres parcel on Brinson Boulevard. **Compass Commercial Real Estate Services** brokers **Pat Kesgard, CCIM** and **Kristie Schmitt** represented the seller. The commercial property sold for \$3,509,609.

Jeff Reed & Walt Ramage of **NAI Cascade** represented **Jorlinn, LLC** in the disposition of three duplexes in NE Bend. While they were originally listed as a portfolio at \$1,400,000 or \$467,000 per unit, they sold separately for \$480,000, \$485,000 and \$490,000, netting the seller an additional \$55,000 more than the original asking price.

Compass Commercial Real Estate Services brokers **Pat Kesgard, CCIM** and **Kristie Schmitt** represented the buyer in the acquisition of a 500 SF retail building located at 1990 S Highway 97 in Bend for \$1,650,00.

Brokers **Pat Kesgard, CCIM** and **Kristie Schmitt** of **Compass Commercial Real Estate Services** represented the seller, **Lowcal Industries, LLC**, in the sale of 16161 Burgess Road in La Pine. The 25,751 SF group living facility on 9.97 acres sold for \$1,615,000.

Compass Commercial Real Estate Services broker **Dan Kemp, CCIM** and **Compass Commercial Asset & Property Management** broker **Luke Ross** represented the landlord, **Sessler Properties, LLC**, in the lease of a 12,950 SF industrial space located at 545 SE Bridgeford Boulevard in Bend. **Compass Commercial Real Estate Services** broker **Graham Dent** represented the tenant, **PG Long Flooring, LLC**, in the deal.

Brokers **Peter May, CCIM** and **Dan Kemp, CCIM** of **Compass Commercial Real Estate Services** represented the tenant, **SmartyPits**, in the lease of a 6,278 SF industrial suite located at 693 SE Glenwood Drive in Bend. Brokers **Ron Ross, CCIM** and **Terry O’Neil, CCIM** of **Compass Commercial Real Estate Services** and **Compass Commercial Asset & Property Management** broker **Luke Ross** represented the landlord, **Rock Ridge Investments, LLC**.

Broker **Robert Raimondi, CCIM** of **Compass Commercial Real Estate Services** represented the seller, **Aero Facilities, LLC**, in the sale of 63205 Gibson Air Road in Bend. The 3,600 SF hangar at the Bend Airport sold for \$325,000.

New Trails Planned
In & Around Discovery West Neighborhood

New recreational trails are in the works in the Bend neighborhood of Discovery West. One of the newest communities in the region, the development will be the home to several trails that will connect to the greater westside trail system.

Maps released by Bend Park and Recreation District show two key future trails: Discovery Trail, which connects to existing trails in Discovery Park and carries on to the west of the neighborhood toward Skyliner’s Road; and Manzanita Trail, which provides multiple points of connectivity from the new neighborhood to the northwest.

Plans also include approximately 40 acres of open spaces and a new park. Timing for the new trails and other amenities is to be determined, and all conceptual plans are subject to change.

The Discovery West trail build-out is part of the Park District’s ten-year goal to have one mile of trail for every 1,000 residents in Bend. To meet this goal, 47 more miles of trail will be needed by 2028.

For more information on the planned trails, please contact Henry Stroud, HenryS@bendparksandrec.org or 541-706-6155.
discoverywestbend.com



Local Foundation Invests in COCC Students,
Boosts Tech at Madras Campus

With community access and student support as their paired objectives, two recently awarded grants from The Roundhouse Foundation to Central Oregon Community College (COCC), totaling more than \$26,000, will help cover non-tuition program costs for many career and technical students as



PHOTO | COURTESY OF COCC

Continued on Page 38 ►



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\$3,200,000
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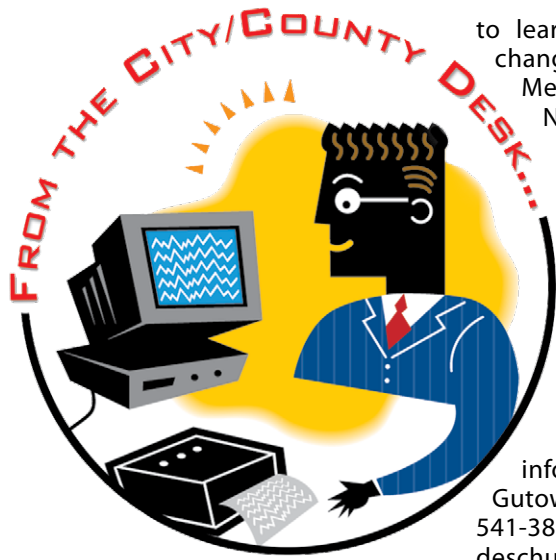
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DESCHUTES COUNTY

◆ Deschutes County is considering new building codes and land use regulations to protect communities from wildfire. Proposed changes could help make homes more fire-resistant and require homeowners to create defensible space around their homes. Updating local building codes to make homes more fire-resistant could make new construction and some remodels more expensive because of new requirements for decks, siding, vents and other materials. The proposed rules would only apply to homes outside of city limits in unincorporated areas of Deschutes County. The Deschutes County Community Development Department invites residents to learn more about the proposed changes and provide their feedback through an online survey at deschutes.org/wildfiremitigationsurvey. The Deschutes County Planning Commission will host two virtual meetings to provide residents a chance

to learn more about the proposed changes and ask questions. Meetings will be held on Thursday, November 19, at 6pm and on Thursday, December 3, at 6pm. Staff will share the results of the community's feedback to the Board of County Commissioners in early 2021. For more information on how to participate in the virtual community meetings, visit deschutes.org/wildfiremitigation. For questions, or more information, contact Peter Gutowsky, planning manager, at 541-385-1709, peter.gutowsky@deschutes.org or Tanya Saltzman, associate planner, at 541-388-6528, Tanya.Saltzman@deschutes.org. Visit deschutes.org/wildfiremitigation for current project information, and to sign up for project updates.

◆ As of October 19, the Deschutes County Stabilization Center is open 24 hours a day, seven days a week. The Stabilization Center, located in north Bend, serves children and adults who are in need of short-term, mental health crisis assessment and stabilization. It also addresses the needs of citizens in mental health crises who have been referred to law enforcement or the Emergency Department. Since it opened in June, the Stabilization Center has served 325 people with 464 visits. Twenty percent of clients were diverted from the emergency room and another 16 percent were brought to the center by local law enforcement. Deschutes County Health Services received a \$2.4 million state grant from the Oregon Criminal Justice Commission to support expanded

24/7 operations. "We're so excited to be open around the clock so that we're better able to support law enforcement and the Emergency Department," said program manager Holly Harris. "These additional hours will help us make sure we can best serve those most in need." Stabilization Center staff welcomes individuals to walk in when they are experiencing a mental health crisis, or they can be referred or brought to


the facility by local law enforcement, other community partners or family and friends. Deschutes County Health Services provides a wide array of crisis services to the community including: crisis walk-in appointments for all ages, adult respite services, jail diversion, peer support, case management and more. To learn more, visit deschutes.org/stabilizationcenter or call 541-585-7210 (non-emergency). To access Crisis Services, please call 541-322-7500, ext. 9.



SALEM

◆ The Department of Administrative Services (DAS) and local governments can do more to ensure that expenditures under the CARES Act meet federal standards, according to a management letter issued today by Secretary of State Bev Clarno. The letter outlines findings from a real-time Audits Division review of local government reimbursement requests. Coronavirus Relief Funds must be used for non-budgeted COVID-related expenditures incurred between March 1, 2020 and December 30, 2020. At the direction of the Legislature's Emergency Board, DAS is paying reimbursements for \$200 million in federal Coronavirus Relief Fund money to help Oregon's cities, counties and special districts respond to COVID-19. Auditors selected a sample of reimbursement requests from 32 jurisdictions totaling \$21.7 million, or 47 percent, of the total amount requested in the first round. The requests primarily covered employee leave and local government payroll related to COVID-19. Auditors evaluated requests for adequacy of documentation and allowability under

vague and frequently changing U.S. Treasury guidance. Overall, auditors found three of the 35 reimbursement requests reviewed were at high risk for questioning by municipal or federal auditors. Twelve requests, including the three considered high risk, lacked clear documentation. Other issues identified included risky submission practices for payroll and leave costs, significant mathematical errors and expenses reported in incorrect federal categories. Auditors suggested six actions DAS can take to promote accuracy and help reduce the risk of expenses being questioned. The real-time aspect of this review allows DAS and local governments to address outstanding issues before the cutoff date of December 30, 2020, for Coronavirus Relief Fund expenditures. "It is crucial this funding be used to help Oregon communities overcome the public health crisis," Secretary Clarno said. "Local governments are working hard on this, but the state can do more to ensure accuracy, transparency and adequate support for these funds."



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Bend is No. 2 Small City for Most Small-Business Owners

AdvisorSmith's newest study on the Cities With the Most Small Business Owners examined 259 cities in the U.S. to see which small, midsize and large cities had the most small-business owners. The COVID-19 pandemic has caused many challenges for small businesses, with many unfortunately having to permanently close their doors.

Our study used data from the U.S. Census Bureau's September 2020 release to find the small, midsize and large cities with the most small-business owners. From our research, we discovered that Bend is the No. 2 small city with the most small-business owners.

Bend had 172.5 active small business owners per 1,000 residents. Nationally, small cities had an average of 47.7 small-business owners per 1,000.

There are a total of 34,095 active small-business owners in Bend.

Bend had more small-business owners than Medford (#61).

We got into more detail in our study here: advisorsmith.com/data/cities-with-the-most-small-business-owners.

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Bend’s YesOMS Founder Shares His Experience at Bend Venture Conference

2020 Winners Announced

by KRISTINE THOMAS — CBN FEATURE WRITER

YesOMS Founder Taylor Mahony was honored to have the opportunity to be the only Bend-based company to participate in the 17th annual Bend Venture Conference, hosted by Economic Development for Central Oregon (EDCO).

“We were thrilled to have the chance to reach investors, as well as other like-minded entrepreneurs looking to make an impact,” Mahony said. “We enjoyed the event very much and would highly recommend it to other companies as well.”

The Bend Venture Conference is an annual celebration of entrepreneurship, innovation and connections, and it is one of the largest angel conferences in the United States. Over the past six years, more than \$11 million has been invested in 38 companies. On October 15-16, 14 companies — including YesOMS — presented both in-person and virtually to a hybrid audience, and six companies were awarded a total of \$503,000 in investments and cash.

The companies were divided into three categories: Growth Stage Competition was for companies that have a proven concept and initial revenues; Impact Competition for companies with an integrated social or environmental mission; and the Early Stage Competition for companies in the pre-revenue stage and in the process of testing their product in the market.

The winners were:

Growth Stage:

- PipeServer (Seattle) — Software that automates the cutting of industrial steel pipe for construction and industrial uses, was awarded \$220,000.
- PetHub (Wenatchee, Washington) — A central hub to manage your pet’s life, helping owners share data safely while also finding trusted services and information, was awarded \$100,000.



YesOMS FOUNDER TAYLOR MAHONY, LEFT, AND CFO TIM RIEFKE ENJOYED ATTENDING THE BEND VENTURE CONFERENCE | PHOTO COURTESY OF YesOMS

The Impact Competition:

- Biomotum (Portland) — Creators of a robotic ankle-assist device that offers a cost-effective, lightweight, portable and efficient way to improve mobility in those with movement disorders, was awarded \$80,000.

The Early Stage:

- Cozera (Portland) — Creating verified digital identities for remote and in-

Continued on Next Page ►



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YesOMS
Continued from page 6

person identity verification, was awarded \$50,000.

• MustDeliver (Portland) — A digital marketplace delivering industry-leading clarity, control and communication between shippers and drivers in the trucking business, was awarded \$50,000.

Winner of the Portland Seed Fund and Elevate Capital Audience Award (awarded at EDCO's September PubTalk):

• Masa (Portland) — The first online farmers' market, bringing farmers' markets to people via an online marketplace, won a \$3,000 cash award.

EDCO's Venture Catalyst Brian Vierra said the BVC LLCs raised more money from individual investors this year than ever before. "The Central Oregon investor community continues to grow, showing strong support for our entrepreneurial ecosystem," Vierra said.

Mahony shared that YesOMS was one of five companies competing in the Early Stage Competition, and that he learned a great deal from listening to what other companies did to reach their goals.

"YesOMS is the future of the magical customer experience, at scale. We offer a platform for merchants and brand owners to offer a superior user experience to their customers through their own branded mobile application, and we are building the cashless, cardless, touch-free, skip-the-line experiences of the future," Mahony said.

The idea for the company started when Mahony worked for PayPal. He lived in Bend and would travel to San Francisco for three days a month to work. He was standing in a long line at Philz Coffee when he saw people walking up to the counter, grabbing a coffee and walking out. He asked someone exiting how she was able to avoid the line.

"She told me that she ordered her drink today, and every day, ahead of time, on her phone, using the "Philz mobile app," he said.

He tried the app the next day ordering coffee from his hotel. Instead of fumbling for cash or credit cards, the transaction was already completed, and his coffee was ready.

"I walked across the street to PayPal, where it was my day job to think of innovative solutions to solve people's everyday problems. It was halfway across Market Street where I invented YesOMS," he said.

When he moved to Bend four years ago, Mahony immersed himself in Bend's culture, lifestyle and business ecosystem. He volunteered to be the president of BendTECH.

One of the biggest rewards of that association was the chance to work directly with EDCO on a lot of programs, services and efforts," Mahony said. "I've seen how hard the good folks at EDCO work to support the local business community, both as a business owner as well as a co-working nonprofit volunteer. While it may be tempting to curl up under a rock until COVID passes, instead I would urge other Bend companies to reach out to EDCO now more than ever because EDCO provides companies with

the tools to succeed in any environment."

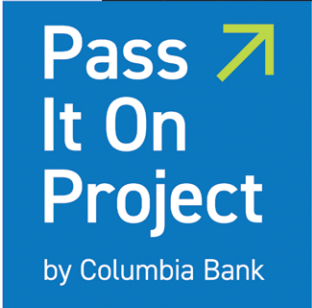
Mahony said YesOMS grew substantially through its experience at the Bend Venture Conference. "We honed our pitch and fielded countless questions about our business, our model, our projections and our general outlook," he said, adding that attending the presentations provided his team with information and the motivation to reach their goals.

"CFO and Investor Betsey Nelson, for example, reminded us that trust is the most important factor between a company

and their board, that boards should be diverse in thought and perspectives, and fully engaged with," he shared. "From Paul Evers at Riff, we learned that innovation can be positive both for business and the environment, and that collaboration is one of the keys to growth."

"In the end, we learned that lots of listening and our 'the answer is Yes' collective can-do attitude is what will help us grow and drive our success at YesOMS," he said.

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Recovering from the Emotional Aftermath of the Election

by ANN GOLDEN EGLÉ, MCC

This year has presented business owners, leaders and stakeholders with unprecedented challenges at every turn. From people we know and love becoming ill and dying from COVID to pandemic business closures to civil unrest to homeschooling to the ugliness of national and local elections, 2020 has taken its toll on us all.

This heavy and often deeply emotional toll exists within you as a leader and every member of your team. A *Harvard Business Review* (HBR) August 7, 2020, survey found that the mental health of almost 42 percent of business participants had declined since the COVID outbreak began.

Additionally, a 2018 American Psychological Association's Stress in America survey showed that more than 60 percent of participants called "today's political climate a significant source of stress." Things have gotten only nastier since then.

Recent months of nonstop political negativity and intensity have barraged you through your TV, radio, print publications and social media, as well as your colleagues and friends. Individuals on your teams may be divided. Some will be elated with the election results while it may take weeks or months for others to emotionally recover.

These stressors have also taken their toll on relationships and people have been on edge. Everyone has the right to express their opinions, yet this year strong criticism and anger have been expressed more loudly, openly and freely than at any time in the past. Conspiracy theories, false assumptions and half-truths have become the norm. Coworkers, friends and family members may not look at one another in the same way moving forward. Some relationships may never fully recover.

As we navigate various transitions over the coming months and years, leaders are likely to see employees struggle with anxiety, depression and burnout.

The time is now, not a few months from now when a new year begins, to ignite the healing process. It all begins with you, the leader. Now is the time for business leaders to show their true colors.

Where do you begin to support yourself and your team in healing? The good news is that you already have many of the tools you will need, the same tools that made you a highly effective leader in the first place. Here are four of my top tips:

Be vulnerable. Though everyone knows the many challenges 2020 has presented, ignoring them is a mistake. It is not wise to pretend they have not happened and instead focus solely upon plans and projections. Talk first about the toll 2020, or specifically, this election may have had on you or your family. Others will share more openly once their leader has been vulnerable. People need to feel heard, appreciated and valued. As a leader, you will know which



of these 'vulnerable' conversations to have in a group or private setting. Spend more time listening and asking questions than talking.

Build a culture of connection through check-ins. Intentionally checking in with each of your direct reports on a regular basis is more critical now than ever. That was an important but often underutilized motivational tool in pre-pandemic days. Now, with so many people working from home, it can be even harder to notice the signs that someone is struggling. In the *HBR* study with Qualtrics and SAP, nearly 40 percent of global employees said that no one at their company had asked them if they were doing OK. Those respondents were 38 percent more likely than others to say that their mental health had declined since the outbreak. Taking even a few minutes to check-in and encouraging others to do the same strengthens your company culture.

Encourage news and social media breaks. Encourage your team to take a break from their phones and the barrage of negativity of this past year. Challenge them to find new sources of entertainment, new pursuits and new ways to stretch and learn. One client encourages his team to locate new and close vacation spots for quick two-to-three-day retreats away from normal life — a cabin in the woods, trip to the coast or a mountain ski escape to a never-explored location. A few days away will work wonders for the mind, body and spirit. The key is to slowly move forward, not ruminating continually on the past. Acknowledge the challenges yet begin the process of letting go.

Plan for the future. Whatever the election results (national and local), our worlds will be different this January. As you plan for your business, please also plan for how each member of your team will excel. How can each grow and expand in their position? Or in a new position? What will keep them engaged, creative and thriving? An internet search shows many ways of measuring lost productivity due to COVID and obviously other factors this year. How will you, as their leader, create an environment for your team to flourish in 2021?

My experience in both being a leader and in coaching exceptional leaders over the past 20 years tells me to have complete faith in your ability to lead your team through the next few months of continued chaos. Know what you want and settle for nothing less. If there are individuals on your team who are not willing to move forward with this healing process, you know what to do. You and your team can either live in the heaviness of the past or move toward a brilliant future. Again, I have faith in you to make bold and decisive moves to heal your team.

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.



Along with providing a comprehensive list of Central Oregon Commercial Contractors, Cascade Business News will feature **TOP PROJECTS COMPLETED in 2020** in our December 16 issue!

DEADLINE TO SUBMIT TOP PROJECTS IS NOVEMBER 25

Contact Jeff Martin at 541-388-5665 or jeff@cascadebusnews.com



Tentsile Generation 3

by HANNAH HUGHES

Tentsile, the leaders of elevated and portable Tree Tents and Giant Hammocks, launched the next generation of Tree Tents in 2020. Tentsile is continuously improving their products, through customer feedback, industry peers and in-house R&D. The new Gen 3 line provides a refresh and upgrade to the entire product range, and debuts a raft of new product developments plus the launch of Ground Conversion Kits for all Tree Tents so Tentsiles can now also be set up on the ground!

“We are always looking to push the boundaries of where and how our products can be used, enhancing usability and refining the designs to constantly improve them,” said Alex Shirley-Smith, founder of Tentsile. “The features and updates found in Generation 3 create an even better user experience, more comfortable habitable spaces to sleep in and new features to make life even easier when you’re camping.”

Highlights from the Gen 3 line include the introduction of the Safari Vista Tree Tent and the Safari Trillium Hammocks (Tentsile’s toughest and most enduring range) and the Ground Conversion Kits for each Tree Tent which allows them to convert into ground camping tents. New developments also include enlargement of the hatch entry way on the Stingray model, detachable under floor storage nets and zippable internal storage pockets introduced for all models and mesh pole sleeves for cross ventilation. Zero footprint felt tree protector wraps also come as standard with every Gen 3 Tree Tent and Hammock so you can elevate your adventure without the



CONNECT 2-PERSON TREE TENT, GEN-3 | PHOTO BY TOM KAHLER



STINGRAY CLASSIC STACK | PHOTO BY BLANK FAMILY ADVENTURE

potential to damage bark on more delicate tree species.

All the top key features customers have come to expect from a Tentsile Tree Tent will still be a part of Gen 3 such as fully insect- proof, patented anti-roll-under floor strap system, multiple entry points and porches and of course, stackability.

“We’re confident that customers will love the new features of Generation 3. The increased interconnectivity of these modular systems means you can use your creativity to have fun combining tents, hammocks and accessories to make camps to suit your specific needs — creating multilevel set-ups for any number of people and unlike anything else on the market,” continued Shirley-Smith.

Starting at \$299, Tentsile’s Tree Tents and hammocks are portable, versatile and fun; designed for every type of adventure imaginable — from solo exploration, to family days out and backyard camping. The unique designs create a comfortable camp for all seasons, no matter what the ground conditions below.

Tentsile love trees and are committed to protecting the world’s forests and helping replant deforested regions around the world. For every tent purchased, they make a donation to plant 20 trees with partners: WeForest and Eden Projects. So far Tentsile have helped plant over 735,000 trees worldwide, and support a number of initiatives to help protect old growth resources.

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Brian’s Cabinets New Facility

Continued from page 1

purchased in 2003 by current owner Todd Hakala, who has strong roots in Central Oregon as a resident of Bend since early childhood.

Since taking over the helm, Hakala has overseen expansion of product offerings, adding the proprietary Evergreen line of kitchens, closets and garages (also manufactured in Bend), invested significantly in the latest equipment and developed relationships in the Portland, Seattle and Bay Areas, to foster further growth.

He added, “As a full-line cabinet manufacturer that specializes in custom designs with the ability to provide a comprehensive selection and price



BRIAN'S CABINETS LOCATED AT 20780 SOCKEYE PLACE IN BEND



(L-R) ADAM STEPHEN, PROJECT MANAGER AND SCOTT STEELE, PRINCIPAL, OF STEELE ASSOCIATE ARCHITECTS AND TODD HAKALA, OWNER BRIAN'S CABINETS | PHOTO BY CASCADE BUSINESS NEWS

for any project in the home, we can offer countless options to personalize virtually any design concept, with even wider scope to cater to specifications engineered for an exact fit from the new facility.”

The majority of the new space is occupied by the main production area, featuring 40 foot ceiling height and voluminous natural light, thanks to elevated windows throughout the manufacturing facility, flanked by a showroom and offices on the ground level and a partial upper mezzanine overlooking the shop floor.

Other amenities include conference and meeting rooms, and an employee kitchen/break room featuring a glass-paneled overhead door leading to a generous outdoor patio.

Hakala said, “Our primary focus is on custom work, exclusively in the residential sector, and we have developed strong long-term relationships with a number of clients, including shipping to major customers in Northern California.

“We undertake around 30 to 40 projects a month in a wide range of sizes, and our people worked with the design team and Oregon Manufacturing Extension Partnership (OMEP) who specialize in promoting a ‘lean manufacturing’ operating

Continued on Next Page ▶

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Brian's Cabinets New Facility

Continued from page 1

philosophy, to come up with the optimal layout and function for the new building to best meet our needs. Local OMEP consultant Dave Slavensky was also very helpful in this process.

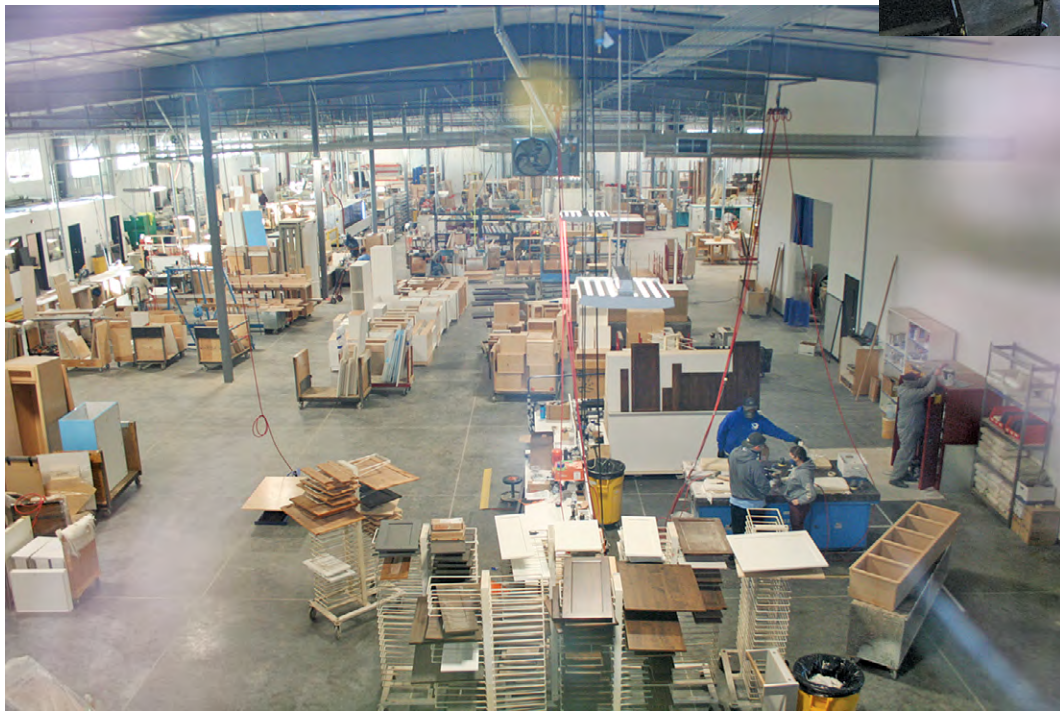
"We went from 33,000 square feet to 42,000, but the former space had evolved into something of a 'hodge podge' fitting in to two previous existing buildings, so the new facility feels even more spacious due to the greater efficiencies that were built in.

"We have a strong core group of employees, many who have been with the company for ten to 15-plus years, and they are very happy with the new facility and expanded amenities."

Hakala also paid tribute to Empire Construction & Development owner Kevin Spencer, who identified the 3.5-acre site and navigated several land use issues with the City of Bend towards the final outcome.



NEW BREAK ROOM



PHOTOS | BY CASCADE BUSINESS NEWS

He said, "Originally, Sockeye was earmarked to be continued all the way to Lower Meadow Drive, but in the current day and age it didn't really make a lot of practical sense, and Kevin was able to work with the City, whose flexibility in this case we appreciated, to satisfy modified requirements such as providing bike paths and so forth, so we could come up with a workable compromise.

"Kevin and his company were also very responsive every step of the way, and receptive to dealing with a number of challenges, including changing tack to accommodate sizeable spray booths and an extensive, sophisticated dust collection system.

"They also had to remove some 3200 yards of rock that were able to be re-used to flatten out the site, and along with Empire Construction as general contractor, we had a great group of subs that cared a great deal and it was a rewarding experience all-around that delivered an excellent facility."

Project architect Adam Stephen observed, "Todd and his team were very well organized and the end results of how things made sense

Continued on Page 12 ►



Congratulations

Thank you to all of the suppliers and subcontractors that worked together to construct the new Brian's Cabinets building.

We are proud to be a part of this exceptional addition to our community.



Thanks to the contractors, subs, vendors and all others who contributed to our new manufacturing facility.

We have moved in and production has resumed.



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Brian’s Cabinets New Facility

Continued from page 11

spatially were reflected in their preparation. They went through some 38 different iterations and the floor was taped out to scale regarding placement of equipment etc., so the final plant transition from the old to new facility was made as seamless as possible.

“There were a number of interesting dimensions to this project, including the electrical aspect which was a critical component of the overall layout.

“Todd engaged OMEP as the consultant to study function and flow - assembly being everything in a cabinet shop - and they were heavily involved in equipment and its positioning as part of optimizing the production line, which is as an integral part of the design.

“Elite Electrical then had to coordinate to ensure power connections synchronized with each piece of equipment with the

Continued on Next Page ▶



PHOTOS | BY CASCADE BUSINESS NEWS

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Brian's Cabinets New Facility

Continued from page 12

flow, as part of a very sophisticated mapping program. The purpose of the facility also required more power than in a typical industrial warehouse.

"Another important component was the extensive dust collection system fabricated by CSL Systems out of Eugene. It is a sophisticated process which pulls dust particulate from every corner of the plant, and actually Larry Scharf with mechanical engineers CEA Engineering hit upon pursuing Energy Trust incentives to re-use heat generated by the friction of the system, meaning Todd can heat the space virtually for free.

"The dust collection system is also much more efficient than the previous location, which had two relatively antiquated pieces of equipment for that purpose.

"Another important piece of the project is the showroom that is currently being finished out, which will give a great opportunity to bring clientele and showcase the product – cabinetry often being one of the biggest line items in any project."

Hakala added, "We tried to do our homework as thoroughly as possible, including, for example, concentrating nosier equipment at one end of the building, and maximizing production line flow efficiency, and thanks to good preparation and the assistance of Keeco Crane, we managed to minimize downtime and move the entire plant inside a week!"

Energy Trust of Oregon was also involved in incentives for promoting energy efficiency in the plant, with sustainable elements including recycling waste materials for secondary wood products use, and utilizing dust collection friction return air for heating and cooling balance.

Economic Development for Central Oregon (EDCO) CEO Roger Lee added, "We have worked with Todd over the last 13 years regarding trying to help figure out room to expand.

"There have been a lot of twists and turns including economic fluctuations, but Todd has persevered, which is a testament to his intuitiveness. Bend Business Advocate Ben Hemson was also helpful in liaising with Kevin and the City on the planning front.

"We were glad to be able to assist with the new project, including navigating Enterprise Zone incentives, and are proud to have been involved in helping a great local traded-sector manufacturing company successfully stay and grow in Bend.

"The Brian's Cabinets' team has also embraced efficiency and effectiveness practices such as those espoused by OMEP through David, which is essential to

BRIAN'S CABINETS

20780 Sockeye Place, Bend

Property Owner/Developer:

Brian's Cabinets

Contractor:

Empire Construction & Development, LLC

Sitework Start:

XXX

Completion:

October, 2020

Square Footage:

42,000 sq. ft.

Project Manager:

Mark Meredith
Empire Construction & Development, LLC

Architect:

STEELE Associates
Architects LLC

Project Architect:

Adam Stephen,
STEELE Associates
Architects LLC

Civil Engineer:

BEACON Civil Engineering
& Land Surveying

Mechanical Engineer:

CEA Consulting Engineers

Landscaping:

Springtime Landscape
& Irrigation

Subcontractors and Suppliers:

American Sprinklers, Inc., BECON, LLC, Behlen Mfg. Co., Blue Barrel Signs LLC, Cascade Painting & Design, Inc., CEA Consulting Engineers, Concrete Worx, Consolidated Supply Co., Deschutes Concrete Construction, Inc., Deschutes Window & Door Co. Inc., Direct Flooring Center, Elite Electric, Empire Construction and Development, LLC, Empire Steel Works, Empire Steele Company, Empire Stone Co, Empire Truck Works, FirePro, LLC, Gale Contractor Services, Inc., GTS Interior Supply, Guarantee Glass & Mirror, Inc., Hooker Creek Co LLC, Hoyt's Hardware, John Varner Construction, Kevin Spencer Masonry, Mike's Fence Center, Inc., Overhead Door Company of Central Oregon, Rockall Construction, LLC, Sage Ridge Inc., Springtime Landscape & Irrigation, Inc., Steele Associates Architects LLC, Steve Olson Heating & Cooling, Inc., Sunset Plumbing of Bend Inc., Superior Garage Floors, LLC, Tennison Company

maintain competitiveness and the ability to grow through lowering operating costs and improving productivity."

About OMEP

OMEP draws on its team's significant depth and breadth of real-world manufacturing experience bringing a thoughtful problem-solving approach to eliminating obstacles companies face. With roots in lean as a business operating philosophy, OMEP leverages these methodologies to provide solutions in Manufacturing Operations, Business Financials & Strategy and Organizational Development to be a source for growth and prosperity for Oregon manufacturers.

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architecture interiors planning

A Bright Future Through Brilliant Design

City of Redmond
Continued from page 1

Roberts says that the City of Redmond has a strong history of planning for growth, and has managed to stay in a growth trajectory despite some bumps along the way. “The most important document we have that guides our growth is our Comprehensive Plan. Our hope is to complete that by the end of the year. In updating the plan, we further refined, updated and polished our vision for the community. We stressed the importance of keeping our supporting plans current and updated, such as area plans and public facility plans.” He adds, “All the hard previous work put into these planning efforts is now evident. You can see it. The distinguishing trait of Redmond from a planning standpoint is that Redmond is good about being prepared to accommodate what we are experiencing today, in all sectors: industrial, commercial and residential. In updating and completing the Comprehensive Plan, it positions us to be prepared for continued growth.”

As reported in Britannica.com, Redmond was founded in 1904 by pioneers Frank and Josephine Redmond, who constructed their home near an irrigation-canal right-of-way. After the arrival of the railroad in 1911, the city developed as a service and

shipping center for cattle and lumber. Roberts Field, Central Oregon’s commercial airport, was formerly the World War II-era Redmond Army Air Base. The city’s population has grown considerably since the 1990s. In 2000, the population was reported at 13,481; in 2010, it was 26,215; and that number will likely be much higher with the upcoming census.

Eric Sande, executive director of the Redmond Chamber of Commerce and CVB, says that the struggles brought on by the pandemic are reminiscent of 2008, when the economy collapsed just after the 97 Highway was redirected through town. “Our little town has had tough timing issues. But it hangs in there,” he says. “The pandemic has definitely been interesting. We’ve had to be creative. When people are challenged with a roadblock, the question becomes, ‘How do we keep the business open?’ The old hotel (SPC Redmond Hotel) reopened right in the middle of the pandemic. They chose to shut down, but reopened and are doing well. The City of Redmond worked really hard with them. The dream was to see the hotel reopen, then we got struck with the pandemic.” He adds, “We are seeing creative ways of thinking in allowing businesses to keep their doors open. When people are pushed to the wall, that’s when you really see some ingenuity and an outside-of-the-box approach. Some businesses are doing expansions. There is work out there.”

Endicott agrees that building continues to fuel the Redmond economy. “We have several hundred building applications. Hayden Homes continues to grow. We also have two affordable housing projects. One we did in conjunction with the county. This will have 485 homes, half of which will be market-rate and half affordable. We are also doing 47 units downtown. The rent will be approximately \$500 per month,



Redmond Mayor
George Endicott

subsidized. We have several hundred new apartment units going in,” he explains. “For years, we didn’t have any apartments, but suddenly, the industry determined that it was needed.” Most of the apartments, he says, are on the south side of town near Ridgeview High School. “Single-family units also continue to grow. In terms of COVID, the cost of lumber

has doubled in the last few months, which is difficult. COVID has a habit of killing the goose that laid the golden egg. But the boom continues in Redmond in terms of building.”

Sande says that the beauty of a small town, especially during times of crisis, is the sense of community and connection the residents and business owners feel. “People really understand the importance of shopping local. They want to help, and this is what they can do. The sense of community is really strong. The chamber focuses on this by keeping people feeling connected and engaged. There is still the opportunity to network, but in different ways. We are still doing coffee clatters, but they are online now.” He adds, “We are trying to keep some sense of normalcy and tradition alive; that’s really what we’ve been focusing on. It’s easier to do that in a small town sometimes.”

Community spirit is not the only beautiful thing that Redmond locals enjoy: Its geography is spectacular as well. Dry Canyon, with its steep canyon walls and varied scenery, is home to a combination of naturally preserved high-desert geological features and modern recreational amenities such as dirt and paved trails, a park that offers a pavilion, benches, picnic tables, water fountains, a dog park, tennis, pickle ball, softball and disk golf. Sweeping views of the Cascades and Smith Rock are visible from all parts of town, and the Crooked and Deschutes

rivers flow through the area. In town, there is a nice mix of eateries and brewpubs offering just about any type of culinary experience desired. Art galleries, a movie theater and the Expo Center round out entertainment options. And of course, Redmond’s central location makes it highly accessible to the surrounding ski areas, lakes and other recreational features the region is famous for.

Whereas the role of the chamber is traditionally to market all of these wonderful things Redmond has to offer, Sande says that over the past nine months, the chamber has had to rethink this. “The big push now is in supporting existing businesses,” he says. “We are not any different than any other community. Some businesses have been impacted, some have not,” he says. “We’ve been working with those that took a hit to get the CARES act grants. We are trying to deal with each business on an individual basis to try to navigate this very unforgiving, uncertain time we are in.”

Attempting to stay on top of maintaining contact with the chamber’s more than 800 member businesses has been the greatest challenge they have faced during the pandemic, Sande says. “I love the saying that we are all in the storm together but in different boats,” he says. “We try to call all our members, over 800 of them, and ask what they need. Some are doing great; some can’t pay the rent. Keeping on top of this, and keeping the available information out there up to date, is daunting at times, he says. “This is not a one-size-fits-all situation. Just imagine the Oregon Unemployment Office trying to deal with everyone all at one time. Then the places where people could get access to internet closed, like the library. The DMV closure was a problem too; how do people reapply for licenses?” As closures prevented people



THE REDMOND CHAMBER OF COMMERCE HAS BECOME AN INFORMATION HUB DURING THE PANDEMIC | PHOTO COURTESY OF THE REDMOND CHAMBER OF COMMERCE

Continued on Next Page ►

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City of Redmond

Continued from previous page

from accomplishing basic tasks, Sande says the chamber became the information hub in Redmond. "We had to provide information and cover a tremendous span of needs and resources. The Chamber gets every question imaginable: like, when do hummingbirds come back to Central Oregon? This was an actual question we received, they wanted a date," he says with a laugh. "We used to keep a journal of questions we received... we deal with it all."

The most rewarding aspect of the situation, Sande says, is that the chamber also got to distribute funding to struggling businesses. "When we've been able to help a business find the resources they need, like a grant, the response is pretty exciting, he says. "The Central Oregon Intergovernmental Council gave us a lump sum, then we got to issue the checks. The relief of people receiving the money was very rewarding. We were part of a team with the state, city and county. The state got money, gave it to the county through the COIC, then the chambers distributed the money. We were part of the wheels on the spokes."

During the down time in which tourism has been placed on the back burner, Sande says that the money coming in earmarked for marketing has been used to revamp collateral materials. "We have a Visitor's Bureau with dollars coming in to market the community, but we are told not to do so. When we can start to market again, we will have new logos and a new website. We are using the down time to do some needed cleanup and reorganization." He adds, "We switched from marketing to helping businesses that deal with tourism survive so that when we do reopen, there will be restaurants to go to, shops to shop at and a robust community to come to. If no

one survives, there won't be a community to promote. We are working hard to keep everyone open and vibrant."

Roberts says that the staff at the City of Redmond is working hard to keep the momentum going as well. "The pandemic has not affected the Comprehensive Plan, but it did affect how we work with and serve the community," he says. "The biggest challenge was adapting in order to be able to continue to provide services at a robust level. We did that! We adapted and pivoted quickly. We, as a city, we can be proud of this. We were able to continue to meet the needs of the development community and serve them well."

The three big goals at the City level, Roberts says, are to complete the Comprehensive Plan; to continue progress on the Skyline Village planned affordable housing project; and to continue work on the South Highway 97 Urban Renewal District. "These projects show how we continue to work with our partners and address the needs of ongoing growth," he says. "Mobility on Highway 97 needs to be addressed. We are developing this to help us leverage partnerships and opportunities to improve mobility and safety in this corridor. It's a big deal. We also have a big focus on Skyline Village. When you look at the Beacon Report, which tracks single-family home data month to month and other residential data, regionally, there will continue to be heightened need for affordable housing."

Roberts says that the Beacon Report shows trends of increased home prices, and indicates more demand than supply right now. "On the residential side, we are seeing more multifamily projects coming through. We are starting to see a bigger mix and diversity of housing being built. We think this will continue," he says. "Overall, our message is that we continue to work hard despite COVID to keep our infrastructure updated and to build the capacities needed to meet our future demand."

"Real estate has just been booming," agrees Sande. "It has not slowed down. Interest rates have been incredible; so refinances are big. Every part of the housing industry is just hopping. There have been challenges, like not being able to have more than one trade on a property at one time, which put pressure on contractors to make sure everything was scheduled in a timely manner. And the fires are challenging the industry: Mills burned, so the price of lumber has gone way up. We've had a one-two punch and just constant challenges. But everyone is pulling together and rising to the occasion to meet the demands and get it done."

Sande says that even though the Chamber office is closed, the Visitor Center is open, and there is a front foyer where brochures are located. "The number of Visitor Guides and maps we are going through is unbelievable," he says. "On the tourism side, the resorts had a phenomenal season. As soon as a cancellation happened, another one booked the space. People were coming in from the Valley because they just had to get out for a change of scenery. That really helped maintain the room tax that counties and cities rely upon. This lessened the impact of the complete shut-down of tourism."

Endicott says that morale at the City employee level seems good despite the struggles brought about by COVID. "Our city manager (Keith Witcosky) is doing a yeoman's job. The whole parent thing, with parents trying to cope with the lack of daycare and the schools being closed, is challenging. But Keith has done a great job helping the staff balance that work-life conundrum. Keith got innovative with the staff to allow flexibility. Most of our meetings are virtual," he says. "Our downtown has been hit. Four of our



REDMOND WAS NAMED AFTER PIONEERS FRANK AND JOSEPHINE REDMOND, WHO CONSTRUCTED THEIR HOME IN THE REGION IN 1904 | PHOTO COURTESY OF THE REDMOND CHAMBER OF COMMERCE

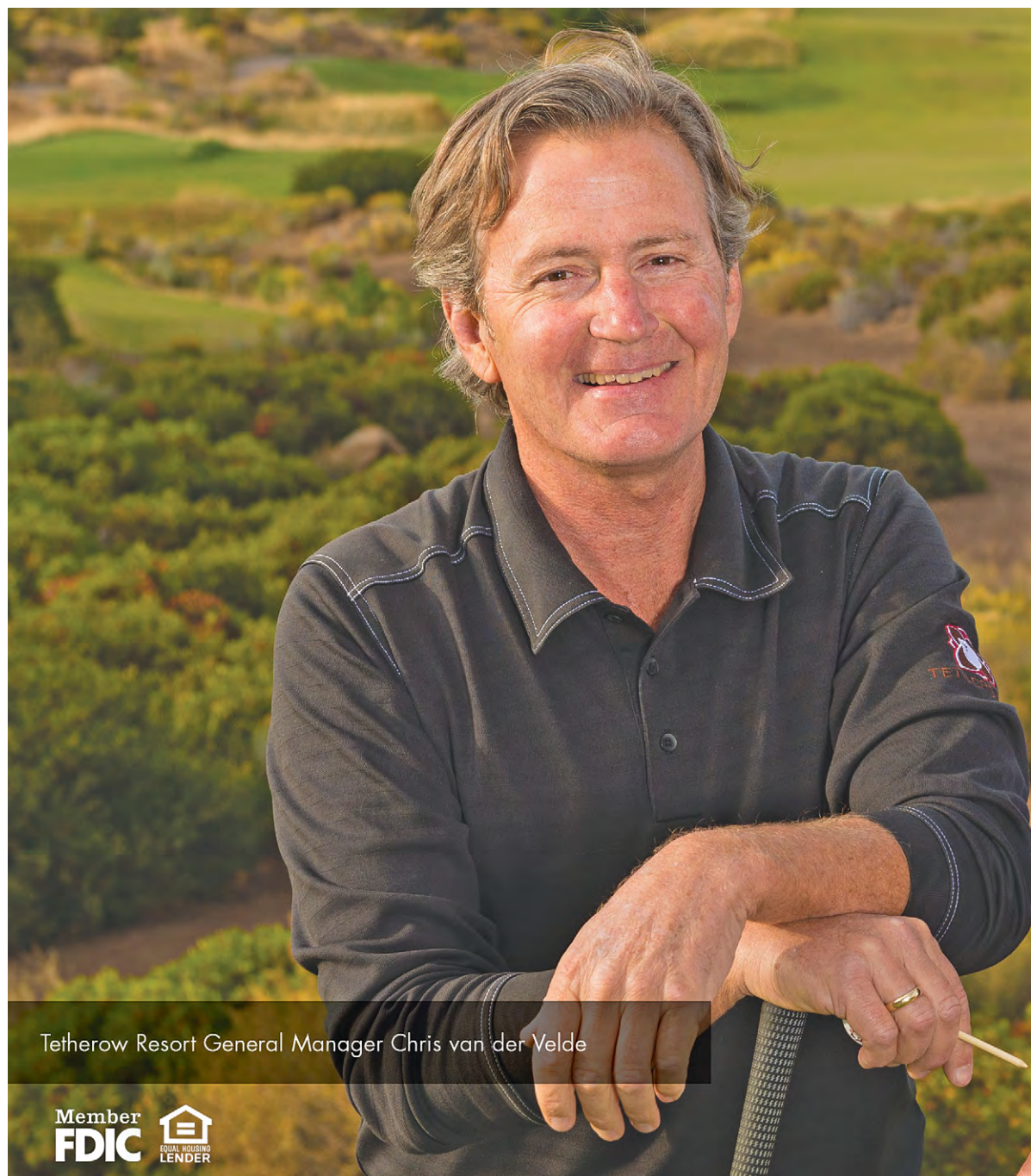
restaurants, maybe more, have closed permanently. Small business is really hurting; they just don't have the business. The 50 percent capacity for restaurants and the 6-foot separation requirement is hard."

Endicott says he is impressed with how creative some of the restaurants have gotten. "There is this weird rule; you can't sit at a bar unless the bar is up against a wall. So a lot of bars are building Plexiglas walls so that they now have a wall. Jersey Boys has done this. I was in Madaline's last night, and they've done it too," he explains. "They put in a combination of walls and Plexiglas so that they can have a denser seating capacity. It's quite interesting the innovations the businesses are applying. A lot of the local-based businesses are hurting though, like dress shops and bookstores. But the big box stores are booming. They have been just swamped; people are working on home projects. We've seen a lot of that going on. People are catching up on doing chores."

He adds, "A former community development director used to say Redmond is like Neapolitan ice cream. We have residential on the west, retail in the middle and industry on the east. We have a nice balance in town between those three." He continues, "We just know how to run a good city. We get it. We work very hard at the live-work-play balance."

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Gompers Distillery Honors a Family Member’s Generous & Inspirational Spirit

by KRISTINE THOMAS — CBN Feature Writer

There was a time when Michael and Jessica Hart could never find a versatile gin to suit the various ways they enjoyed drinking it — neat, on the rocks or in a cocktail.

“We had somewhere in the neighborhood of 40 different gin bottles in our bar as we found each one had one to two uses,” Michael said. “One evening, Jessica suggested we make our own gin, and the rest is history.”

The Harts founded Gompers Distillery in 2012. They chose the name to honor Jessica’s grandfather, Herman Gompers, who was a Holocaust survivor from Holland, where gin originated. Michael said he was fortunate to know Herman for several years before he passed away in 2012.

“Herman and Deborah met just after World War II ended. They were the most loving, generous and inspirational people. They loved life, family and gin, and they were our inspiration,” Michael said. “They had an incredible upbeat outlook on life. We named the distillery after Herman, and his picture is on our labels and our secret bookcase room is named the Waterman room after Deborah.”



MICHAEL HART, OWNER AND DISTILLER AT GOMPERS DISTILLERY IN REDMOND

Family is a cornerstone in their business. Jessica and Michael work together at the distillery and often bring their two young sons to the office. Jessica’s dad, Jerry, began working with them in 2014 when he retired from the United States Navy as a commander and subsequently also retired from the Army Corps of Engineers.

After years of paying to use other facilities, they decided to open their own distillery in Redmond on April 2, 2019.

A retired attorney, Michael’s approach to learning how to make gin and vodka was knowing the flavor profile he and Jessica desired. They wanted to create spirits with

their unique twist on them with the flavor, smoothness and versatility they enjoyed.

“We learned how to make gin and vodka by surrounding ourselves with people who know how to make it and the rest is history,” Michael said. “Since then, I have spent time with distillers and brewers and try to learn as much as I can about the process others use. I am grateful to the other distillers and brewers who share their knowledge and experiences.”

Each distiller and distillery has its own process and flavor profile, Michael shared, adding many distilleries do not even own a still.

“What makes our business unique is we are a family, woman and veteran owned distillery and the only distillery in Redmond,” Michael said. “We own an iStill which is made in Holland and fits in line with who we are and our distillery named after my Dutch grandfather-in-law and is the only iStill in Oregon. Instead of basing our business on creating numerous products and solely generating as much revenue as we can, we focus on creating spirits we love, sharing that passion with the public, and having fun along the way.”

Michael said being a craft distiller, family-owned small business and entrepreneur has its own challenges on a normal day. The pandemic has created an entirely new set of learning curves, including closing the tasting room in March. Plus they welcomed their second son this summer. They are hoping to reopen the tasting room on the weekends in November and have a bi-weekly farmer’s market to support other local businesses.

“Since March, we have had many more ups and downs than we should due to the pandemic and the state’s response including shutdowns and restrictions,” Michael said. “Even with challenges, I wake up every day knowing how lucky we are to run our own business, and that the public enjoys our spirits. I am always proud when I’m in a liquor store, restaurant or bar and see people enjoying Gompers Spirits as much as we do.”

Believing in supporting local businesses, Michael buys his ingredients from local farmers and uses only bottles and corks made in the United States. He also appreciates the incredible support he has received from local businesses, the Redmond Chamber of Commerce and EDCO.

“My advice to people considering starting their own business is that they won’t know everything going into starting a business so be prepared for highs and lows, successes and failures and the ride of a lifetime,” Michael said. “I wouldn’t trade this for anything and absolutely love being a craft distiller. To be successful you must be prepared to ride the highs and lows, learn from the successes and failures and always be willing to ask questions, seek help from people in the same industry and maintain a positive and happy attitude.”

gompersdistillery.com



PHOTOS | BY KRISTINE THOMAS



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Redmond Readies Infrastructure & Housing for Economic Growth

by **TIM CONLON** — Conlon Consulting Group

Economic Development leaders in Central Oregon see Redmond now, and in the near future, blessed with strong business growth — with available commercial real estate and plans for affordable housing.

John Roberts, deputy city manager, says, in seeing forecasts for new employers and employees, “Our city has a long-standing history of planning ahead for decades. The roads, parks, water capacity and waste water collection and treatment construction projects has resulted from City Council leadership.”

Roberts’ summation encompasses Redmond’s 2018 Public Facilities Plan (PFP) and the 2020 Redmond Transportation Plan (TSP), part of the PFP.

He continues, “Transportation is the most challenging infrastructure component to plan for. The projects are expensive, particularly those that involve state highways. Funding is limited, impact on the public is significant; it is hard to predict the impact of outside factors. Traffic reductions due to a recession, pandemic or growth due to economic growth, all

have a significant impact on revenue and scheduling. Technology changes also impact projects in negative or positive ways, but prediction is difficult.”

Included in the TSP are current projections such as the Airport Master Plan and the Trails Master Plan. Also included is the South Redmond Corridor Plan (SRCP). **(See Rendering of the South Redmond Corridor Plan on this page.)**

The South Highway 97 Urban Renewal District — that further identifies the SRCP — is being proposed to address issues of safety, mobility and economics in the southern part of the City. If approved next month, the South Highway 97 Urban Renewal District will focus on providing much needed infrastructure to improve safety along the corridor, as well as incentives to develop infrastructure for the South Redmond industrial lands south of the fairgrounds.

Chuck Arnold, Urban Renewal program manager, is a lynchpin in Redmond’s plans to provide affordable housing for current and future employees/residents. He says, “Perspective from staff is that we work incredibly hard to get there. I can’t speak citywide, but in the downtown core we are continually working with our housing development partners to ensure we have a variety of housing types. From market rate to workforce, we are aggressively seeking to provide housing for a diverse set of incomes and needs.”

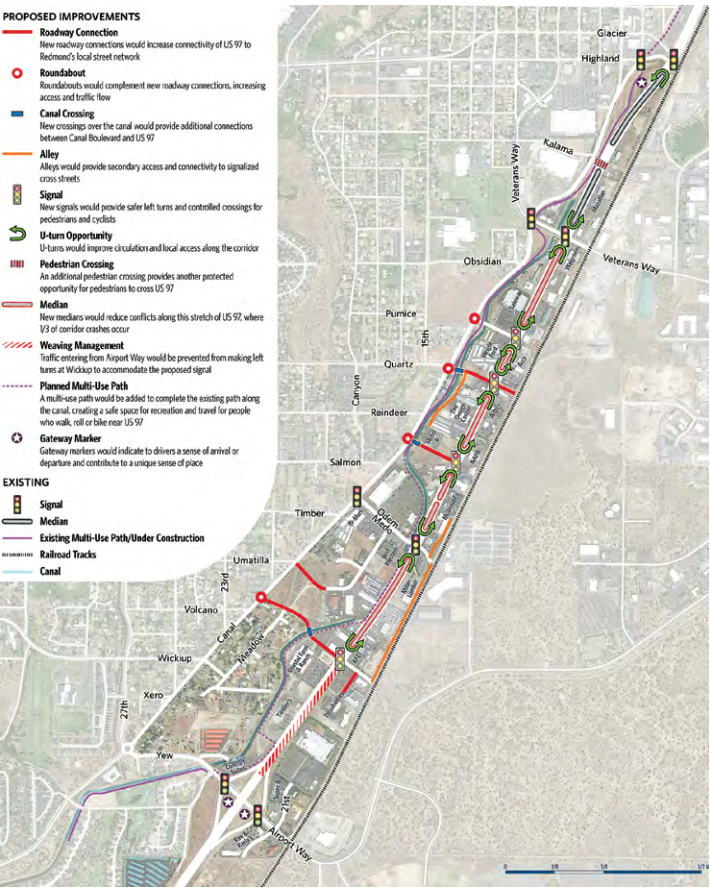
Affordable housing includes:

Mid-town Place (set to open spring, 2021)

- Redmond Urban Renewal Agency provided grant assistance to HousingWorks.
- Targeting for families earning approximately (\$56,000 for a family of four.) This project has recently broken ground with 47 units.

Skyline Village

- Redmond works with its state and county



SOUTH REDMOND-HWY 97 CORRIDOR URBAN RENEWAL PROJECT | PHOTOS COURTESY OF THE CITY OF REDMOND



CHUCK ARNOLD & MEGHAN GASSNER DISTRIBUTING PPE TO SMALL BUSINESSES IN REDMOND

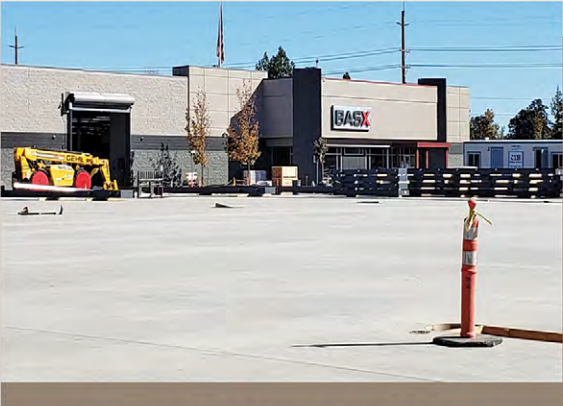
partner agencies to realize Skyline Village, a project planned for NE Redmond. When completed, it will be the largest affordable housing project to date — including 485 units with a mix of apartments, condos and single-family designs. Fifty percent will meet the “affordable housing” criteria.

- Redmond residents will have their water, streets, waste water treatment, parks and airport needs met. If economic growth forecasts are realized, residents also will have new jobs available.

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Surf Thru Car Wash

Kobold Brewing Thrives on Creativity & Friendships

by KRISTINE THOMAS — CBN Feature Writer

Kobold Brewing's story starts with a gift from a wife to a husband. When Steve Anderson retired after more than 26 years as an air traffic controller, Heather Anderson signed him up to take a How to Brew class at Central Oregon Community College.

She never imagined how Steve's hobby would grow into an exciting business adventure. The Andersons are the owners of Kobold Brewing and The Vault Taphouse in Redmond. They moved to Bend in 2011 from Colorado to be closer to family members.

Discovering he had a knack for making good beer and receiving encouragement from his neighbors on Third Street, Steve took what he learned in his classes to design and build a two-barrel, nano-brewery. In 2015, he started Kobold Brewing and sold one keg at a time. Heather and Steve quickly learned they would need to expand to keep up with the demand for Kobold beers that have fun and creative names such as Oathbreaker Baltic Porter, 3rd Street Cred Red Ale, Crooked Fate IPA and Krazy Haze Hazy IPA.

Their decision to name it Kobold came from discussions drinking beer with their neighbors. "One of our neighbors tossed out the name Kobold, and we honestly had to look it up and see what a Kobold was," Heather said.

According to German folklore, a Kobold is a "mischievous household spirit who usually helps with chores and gives other valuable services."

"There are Kobolds called Biersals, who would help out in the cellars and finish

any tasks you didn't get done during the brew day," Heather said. "They would refrain from mischief and acts of treachery as long as you paid them with a daily jug of beer. We do have to explain our name a lot, but once we do, people seem to appreciate the creativity."

In 2016, they purchased a building in downtown Redmond and opened The Vault Taphouse in 2017. Steve continued to brew beer on his two-barrel system in Bend, crafting award-winning beer, but he realized he needed a bigger system. In 2018, they purchased industrial space in Redmond and built a ten-barrel brew house.

"Transitioning from a two-barrel system to a ten-barrel system was a pretty big step, but again, we couldn't even keep up with the demand at The Vault Taphouse, let alone try to sell our beer any place else," Steve shared. "I didn't really see us owning all that we do and being as busy as we sometimes are, but it has been a lot of fun and we've met such amazing people along the way."



STEVE AND HEATHER ANDERSON | PHOTOS COURTESY OF KOBOLD BREWING



KOBOLD BREWING IN REDMOND



FERMENTER

Continued on Next Page ▶

Tomahawk Electric

Continued from page 1

together because there aren't any other options!" she says with a laugh.

The Finnells are so family focused that even the name of their first business stems from family. "Tomahawk Electric is named in honor of my dad, who we lost in 2017," she says. "It's a unique name, and sometimes we get questions on why it's named that and if it's politically correct."

When the couple began Tomahawk, Tara says they envisioned that the two of them would run the company alone for a while. "We thought the business would be just he and I for the first five years. Clearly, that did not happen. We got the offer to buy out Bend Lighting, Inc., so we went for it. Our plan exploded into what it is today." The Finnells completed the

purchase of Bend Lighting and Quality Builders Electric, Inc. on June 1, and were able to retain all but one of the companies' employees in the transaction.

"Now, we own two electrical companies and a lighting store. We are insanely busy," she says. Tomahawk, which is still located in Redmond at 3106 N Canal Boulevard, offers all phases of electrical work, specializing in custom homes, remodels, commercial endeavors and service. At Bend Lighting, there is a 3,000-square-foot showroom featuring products from more than 80 lighting manufacturers, and lighting services are available to homeowners, interior designers, architects and contractors. Quality Builders Electric is an electrical contracting service provider specializing in residential work ranging from small remodel projects to large custom homes. Bend Lighting and Quality Builders Electric are both located at 615 SE Glenwood Drive in Bend.

During the COVID pandemic, Tara says their businesses have remained robust, and they did not have to lay off a single employee. "The only affect the pandemic has had on us is in purchasing supplies. The production of parts has affected us due to the closing of warehouses," she says. "But at first, we didn't even feel it. People are working on their houses because there is nothing else to do. One happy story with COVID is that we had no layoffs."

Tara says that in owning and operating their three



BEND LIGHTING, INC. LOCATED IN BEND | PHOTOS COURTESY TOMAHAWK ELECTRIC



DAVE AND TARA FINNELL AT BEND LIGHTING

businesses, the greatest challenge has been in finding electricians. "With Facebook going in in Prineville and the union going in, a lot of electricians who would work with us now work for the union," she says. "There was a shortage of electricians to begin with."

Despite the shortage of electricians, however, the Finnells have obviously figured out what it takes to build a successful team, and they plan to continue to grow their family of employees. Tara says, "Our goals are to be happy and successful and support our employees in any way we can, to have a happy workplace and to service all of Central Oregon and provide the best service we can."

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State of Redmond

by ERIC SANDE & REDMOND CHAMBER STAFF

Staying Positive

Staying positive in the midst of a pandemic and during an election year can be quite the challenge. How are you doing with staying positive? At times, I can start to feel the weight and pull of negativity and then I think, nope I am not going to be a casualty of all that is negative. I am by nature a positive person and I try to look for the silver lining in even the most challenging of circumstances. I remember from a very young age, my mother saying we get to choose the kind of day we have and we can choose to be happy. I choose to be happy every day and despite the virus and the mudslinging in the media, life is good and we are blessed to live in Central Oregon. Now, I know this is not to say that bad stuff does not happen, but how we chose to deal with it, makes all the difference. Helping those in need, staying positive when others need encouragement, volunteering, donating time, energy, creativity and even financial support to others, can all have a huge ripple effect. Most importantly just being kind all day and every day. I am reminded of the Rotary's four-way test that was created in 1932 amidst the Great Depression. Rotary was concerned with promoting high ethical standards in their professional lives, but I cannot help but wonder if they were struggling, as we are now, to stay positive. The four-way test they created I believe leads to better communication and has the power to make the world a better place. Is it the Truth? Is it Fair to all concerned? Will it build goodwill and better friendships? Is it beneficial to all concerned? Sometimes in our fast-paced world, we share our immediate response without asking ourselves simple questions like these. I hope you are staying positive and I want you to know the Redmond Chamber is a powerful

organization, full of strong businesses, caring people and together we can get through anything. One of my favorite quotes, which I have shared before and again I learned from my parents, is from George Elliot (Mary Anne Evans), "What do we live for if not to make the world less difficult for each other?"

State of Redmond

During this pandemic, Redmond has continued to remain strong and unified. As the Chamber, we completely shifted our priorities into economic stability mode, working with the City to start the Redmond Rallies initiative, as well as the Welcome Back campaign, where we've handed out a truly outstanding amount of PPE and encouraged consumers to re-enter the economy at their own pace. We've lost a comparatively few businesses, and even though every loss is incalculable, we're very glad that it's not as bad as it could have been. Continue shopping local! We were able to have our State of the City Address with Mayor George Endicott last month where he went over all of the growth that Redmond has undergone, even during this trying time. We encourage you to watch the archived state of the City, available at Facebook.com/redmondoregon. Redmond also has quite a large number of mayoral and City Council candidates, and we also have interviews with each available to watch on our Facebook page. Regardless of how this election goes, we are certain that Redmond is and will continue to be in good hands.

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Kobold Brewing

Continued from page 18

Steve, 57, and Heather, 49, chose Redmond for their business locations because of the assistance they received from the city of Redmond, the Redmond Chamber of Commerce and Economic Development for Central Oregon (EDCO).

Redmond Chamber of Commerce Executive Director Eric Sande said the seven breweries in Redmond are Porter Brewing, Geist Beerworks, Kobold Brewing, Silver Moon Brewing, Wild Ride Brewing Co., Cascade Lakes Brewing and Initiative Brewing.

"The Redmond brew scene is a vibrant part of

the community. Redmond's first brewery/pub was Cascade Lakes Brewery, which opened their doors in 1994," Sande said. "Since then, the Redmond brew culture has grown to embody the spirit of the community, providing a place to gather and to connect with friends and family."

Kobold Brewing and The Vault Taphouse was voted in 2019 Business of the Year by the Redmond Chamber of Commerce. Steve and Heather love collaborating with local businesses and being involved with what's happening in Redmond.

"With how small our operation is and how involved we are, we are able to listen to our customers and continually strive to improve our craft beers," Steve said.

Steve and Heather said their advice to new business owners is to make a five-year business plan. "Our

venture has been way more work that we anticipated but also such a learning experience," Steve said. "I would also say getting involved with the city and local chamber is key."

While the work keeps them busy, they said they are motivated by their customers and their employees. "Everything we do is guided by feedback from our loyal customers," Steve said. "Our customers and neighbors in Redmond are what truly make this a fun business and what keeps us going. We have been so fortunate with our employees, and we know The Vault wouldn't be what it is without them. Creating great, interesting beer and a friendly, welcoming pub was our goal and we feel like we hit the jackpot in Redmond."

koboldbrewing.com

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Redmond Spotlight

Smith Rock Ranch

Local Tradition for More Than 20 Years

by KRISTINE THOMAS — CBN Feature Writer

A snowboarder, Matt Lisignoli visits Mt. Bachelor during the mid-week winter months so he can avoid the weekend crowds. Curious by nature, he often strikes up conversations with people on the chairlift.

"I usually ask them what kind of work they do that allows them to ski during the week," Matt, 58, said. "When they ask me, I tell them that my wife and I own Smith Rock Ranch. I am always surprised how many people I meet on the chairlift who have been to the ranch for the annual pumpkin patch activities."

For more than 20 years, Kendra and Matt have welcomed guests to their fall activities including a corn maze, pumpkin cannons, zoo train, a pumpkin patch and more at Smith Rock Ranch in Terrebonne.

"Over the last several years a trip in October to Smith Rock Ranch has become a tradition for many families," reads a message from the family on its webpage. "We are so happy to see the next generation carrying on the tradition. Our family feels tremendously blessed that we are able to share this amazing place with others and are able to continue doing what we love."

Since he was a child working on his relatives' farm near Woodburn, Matt has known he wanted to be a farmer.

Like many fellow farmers, Matt expects to deal with whatever the weather brings, the changes in labor and environmental policies and the fluctuations in market and fuel prices. He wasn't prepared for everything 2020 would throw his way.

"None of us anticipated a pandemic and how it would impact our industry," Matt said. "From canceled potato contracts to threats of closing hayrides, we all had to make adjustments and weather this storm. Most businesses have risks, but farming takes passion to overcome the daily challenges and risks involved."

Starting last spring, Matt and Kendra looked at all the ways to continue their pumpkin patch activities while keeping their guests safe during a pandemic.

"Without knowing what to expect this fall, or if we would even be allowed to open or if visitors would consider coming out to the farm, we made our best guesses and implemented protocol to insure the safety for all," Matt said. "This included limiting visitors, selling time slots online and following OHA mask and spacing guidelines."

Matt appreciates all the work done by his daughter, Sydney, who designed the farm's website and answered questions on social media. The family is grateful for the support they have received from visitors.

"There were so many things at a breaking point this year with the weather and the pandemic," Matt said. "I am grateful to my wife, my children and employees for their creativity in finding ways to continue welcoming guests to our farm."

His family is the foundation that supports him through the long days of farming and endless challenges, starting with Kendra who he married in 1991.

They both grew up in the Willamette Valley — Kendra in Sherwood where her family had a few acres of nursery stock and Matt in Northeast Portland. He spent summers working on his relatives' farm until he graduated from Oregon State University in 1984 with a degree in agriculture. They have three children — their 26-year-old twin daughters, Summer and Sydney, and 23-year-old son, Christian.

Like many farming operations throughout Oregon and the U.S., Matt said Smith Rock Ranch operates most of the year with a skeleton crew.

"We work all year to prepare for the next season's planning and projects," he shared. "Once we open to the public, another 30 people are required for the weekends when the activities are in operation."

Agritourism

After graduating from Oregon State, Matt worked five years as a field consultant and spent time working at a pumpkin patch on Sauvie's Island where he and Kendra learned the retail side of farming.

"At this time, agritourism was more of an idea than a reality, and our farm pioneered the way," Matt said. "Retail proved to be exhausting and after five years, we decided to move to a farm in Powell Butte in 1997 with our young twin daughters and soon to be born son."

Matt and Kendra soon learned their plan to grow field crops and enjoy a slower



(L-R) CHRISTIAN, KENDRA AND MATT LISIGNOLI ENJOY SEEING VISITORS AT SMITH ROCK RANCH | PHOTO BY KRISTINE THOMAS

pace was not economically possible while also supporting a young family, needing to purchase farmland or equipment and build a business.

"The first year was dismal, but something we noticed was the absence of any pumpkin patches in the area," Matt said.

In 1998, they rented a field in Redmond and planted a pumpkin patch. Many people questioned his quest to grow pumpkins in Central Oregon's High Desert. He persevered and soon opened Central Oregon Pumpkin Patch. In 2001, they moved their family and business to a historic but neglected farmstead in Terrebonne and renamed their business Smith Rock Ranch.

Matt enjoys developing the vision of what his family offers their visitors, and then he likes designing, building and watching what they have created to delight the families who support their farm.

"It's a form of engineering, and I often hear comments about how organized and smooth it operates," Matt said. "Some people think we're lucky, however luck is when preparation meets opportunity. For that we are fortunate to have had several circumstances occur, allowing us to create Smith Rock Ranch."

Matt said his business model is based on three things: the agritourism of the pumpkin patch, his real estate holdings and the crops he grows and sells including pumpkins, seed crops, hay and wheat.

Future of farming

Looking out the window of his office, Matt watches as guests arrive at the farm and venture off to find a pumpkin or explore an activity. Both Sydney and Summer help at the farm with various tasks, while also managing full time jobs and other responsibilities.

An Oregon State graduate, Christian's responsibilities include operating and maintaining the farm equipment. His understanding of the digital age has helped advance the farm with computers and self-driving tractors.

"Although he grew up on the farm, his interests lie outside of agriculture, which is understandable with all the regulations, labor issues, capital requirements and risks involved with farming," Matt said. "Family farms will likely become extinct from my point of view. The average age of U.S. farmers is 57.5 years. Being virtually that age myself, I don't see enough young people drawn to agriculture."

Matt shared currently less than two percent of the population produces much of the food and fiber in the U.S.

Despite the challenges known and unknown, Matt said he does what every farmer he knows does after harvesting the last crop of the season.

"We will start planning for next year," he said.

smithrockranch.com

Mosaic Rises to Meet the Challenges of 2020

by MEGAN HAASE, FNP, Chief Executive Officer — Mosaic Medical

Along with the rest of the world, Mosaic was challenged to adapt like never before during this last year. What I find remarkable is that — despite the unprecedented circumstances — our employees just kept on doing what they always do: providing high-quality healthcare to those who need it most.

Along with transforming our care delivery model to include virtual visits (phone and video) in addition to our in-clinic visits, Mosaic kept helping people find a way to afford their medications. Mosaic kept fighting to help children get the care they deserve. And through our comprehensive medical, dental and other services, Mosaic kept walking alongside patients on their paths of recovery and healing.

Also in this unprecedented year, we remained constant in our



commitment to expand our services to more people. We opened our first retail pharmacy in Prineville, completed a buildout on a new community-funded mobile clinic and made progress on plans for new clinic locations.

We are energized by our work and excited for the future. Please join us in celebrating another year of serving our Central Oregon communities. Our Community Impact Report is available online at mosaicmedical.org/impact, and we encourage you to

take a few minutes to review it to learn more about our services and the patients we serve.

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COMMUNITY IMPACT REPORT COVER | PHOTO COURTESY OF MOSAIC MEDICAL

Surprise & Change in 2020

Redmond Fares Well

by **BRUCE BARRETT, Broker — Windermere Commercial**

You might be surprised to hear that according to an October 17 *Bloomberg* report, Iceberg lettuce is no longer “head of the class.” It has been replaced by Romain leaf lettuce as the most preferred among Americans. 2020 will be remembered as the year of surprise and change.



At this writing, there still could be a legendary “October Surprise” changing the course of an election year. Earlier, there was the surprise of COVID that has led to significant changes in the local economy.

Most business across the Nation and in Central Oregon have been affected by 2020 surprises. Some noteworthy examples on a National level include:

- Instacart announced recently it plans to hire a whopping 300,000 additional full-time shoppers over the next three months to meet the increased demand.
- Amazon similarly said it will hire 100,000 full and part-time positions at fulfillment centers and delivery networks across the U.S.
- One restaurant owner in New York says, “I’m not letting people in the restaurant. We keep the door locked, we go to the door and we give them their food from behind the door with gloves on.” She added, “Same thing with our delivery app drivers. We’re not letting them in, they are showing us their phone through the window.”
- Nationally, commercial vacancy rates are around 15 percent. Retail vacancy is at 35 percent and industrial and office vacancies are around eight percent.

The report on a local level is similarly mixed. One pizza restaurant owner in Sisters reports a better August than last year due to their online ordering

and payment system with curbside pickup. Central Oregon still has businesses struggling to recover that might have closed permanently if not for PPP that provided funds for payroll and rent. On the other hand, there are many business planning or in the midst of growth and expansion.

Focus on Redmond

Redmond, in the big picture, is a success story with its own set of surprises and changes. Examples include:

- BasX, located in the old Redmond Walmart store, broke ground this summer on a 75,000-square-foot high-bay manufacturing center.
- Medline Renewal, a medical device reprocessing facility, is underway with a 52,000+-square-foot expansion on Northeast Hemlock Avenue, doubling its space with plans to add over 100 new employees.
- Home sales in Redmond in September 2019 were 88 and in September 2020 were 115. Days on market in August 2019 was 81 and in August 2020 was 13.
- Redmond building permits are up 14 percent over 2019 and despite adding 50,000 more square feet of industrial space, commercial vacancy rates hover at a historic low of two percent.

Change during 2020 has not escaped the notice of Central Oregon residents and businesses. The surprise is that the change has been counter cyclical as we climb out of the Corona-caused downturn. Investors are paying attention, traded sector business are on the hunt for new and expanded facilities, workers have or soon will have expanded options for family wage jobs and local support services will experience the rising tide of prosperity.

Bruce Barrett is a commercial real estate broker with Windermere Commercial. He can be reached at barrettrealstate@gmail.com.

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Cascade Natural Gas Bend, OR 97701	888-522-1130	888-649-9912	www.cngc.com service@cngc.com	Jeff Staudenmaier, Sue Potje	32	1955	60,000	Bend, Chemult, Crescent, Gilchrist, La Pine, Metolius, Madras, Prineville, Redmond & Sunriver	Gas utility services & after-hour emergency services available.
Central Electric Cooperative 2098 NW Sixth St. PO Box 846 Redmond, OR 97756	541-548-2144	541-548-0366	www.ccc.coop ceccustomerservice@ccc.coop	Brent ten Pas	78	1940	26,690	Deschutes, Crook, Jefferson, Grant, Linn, Wasco & Lake Counties	Electric distribution cooperative.
Central Oregon Irrigation District 1055 SW Lake Ct. Redmond, OR 97756	541-548-6047	541-548-0243	www.coid.org info@coid.org	Craig Horrell	30	1918	3,700	Central Oregon canal & Pilot Butte canal & laterals.	Delivery of irrigation water, maintenance of district easements & canal systems.
Cimmarron City Water Co. PO Box 5441 Bend, OR 97708	541-389-7480	541-610-1640	ccwc@bendbroadband.com	Board of Directors	3	1967	155	Cimmarron City	Domestic water.
CoEnergy Propane 1818 Hwy. South 97 Redmond, OR 97756	800-510-5886	541-504-1024	www.coenergy.net info@coenergy.net	Darcie Vanderyacht	9	2001	3,800	All of Central Oregon	Providing your home, business or construction project with propane gas & accessories.
Crooked River Ranch Water 13845 SW Commercial Loop PO Box 2319 Terrebonne, OR 97760	541-923-1041	541-923-5936	www.crrwater.com frank@crrwater.com	Frank Day	6	1977	1,588	Crooked River Ranch	Water.
Ferrellgas 900 NE First St. Bend, OR 97701	541-382-1161	541-382-1744	www.ferrellgas.com ericnelson@ferrellgas.com	Eric Nelson	10	1963	4,000	All of Central Oregon	Propane gas.
Indian Meadow Water Co. 14833 Schooner Sisters, OR 97759	541-383-5044	N/A	N/A	Sharon Wonderly	2	1985	288	Indian Ford area	Water.

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RUSH LIMBAUGH
MONDAY-FRIDAY 9-NOON
SUNDAY 10-1

BEN SHAPIRO
MONDAY-FRIDAY 6-8PM
SUNDAY 3-5PM

LARS LARSON
MONDAY-FRIDAY NOON-3
MONDAY-FRIDAY 8-10PM

MARK LEVIN
MONDAY-FRIDAY 3-6PM

Utility Companies *(Listed Alphabetically)*

▶ CONTINUED FROM PREVIOUS PAGE

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Number of Customers	Service Area	Services
Laid Law Water District 64619 Hwy. 20, Unit C Bend, OR 97703	541-389-1255	N/A	www.laidlawwaterdistrict.com	Dale Peer	0	1982	130	Tumalo	Water.
Midstate Electric Cooperative 16755 Finley Butte Rd. PO Box 127 La Pine, OR 97739	541-536-2126	541-536-1423	www.midstateelectric.coop marketing@midstateelectric.coop	Dave Schneider	54	1948	19,000	Lava Butte South to Thunder Beast Park, Cascades to Willamette Pass West & Silver Lake Christmas Valley East	Electricity & energy efficiency programs.
Miller Oil Inc. 2158 NW O'Neil Hwy. PO Box 1751 Prineville, OR 97754	541-416-1078	N/A	www.milleroilinc.com Sales@Milleroilinc.com	Cheri Miller	4	2003	N/A	Prineville & surrounding areas	Petroleum distributor.
Northern Energy Propane 799 NE Jackpine Ct. Redmond, OR 97756	541-548-7449	541-548-0613	www.northernenergy.com northern_energy-1830@amerigas.com	N/A	10	1985	4,000	All of Central Oregon	Propane gas.
Pacific Power Central Oregon	888-221-7070	N/A	www.pacificpower.net	Stefan Bird	90	1926	756,000	Pacific Power efficiently delivers reliable, safe & environmentally responsible energy to 243 communities across Oregon, Washington & Northern California	Electricity, energy efficiency management & renewable energy options.
Roats Water System 61147 Hamilton Ln. Bend, OR 97702	541-382-3029	541-382-2292	www.roatswater.com contact@roatswater.com	W.K. Roats	5	1962	2,200	South, East & West of Hwy. 97, beginning at Reed (including Woodside Ranch) to South end of Parkway	Water.
Sun Country Water 22648 Nelson Rd. Bend, OR 97701	541-382-5103	541-385-1115	suncountrywater@msn.com	Butch Rogers	1	1972	100	Saddle Back Subdivision & vicinity	Water.
Sun Mt. Water Systems, Inc. 18075 Second Ave. Bend, OR 97703	541-382-7309	N/A	N/A	Butch Rodgers	2	1960	285	Between Tumalo & Sisters	Water.

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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High Tech Companies *(Listed Alphabetically)*

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Services
Amplion, Inc. PO Box 2413 Bend, OR 97709	541-241-8734	N/A	www.amplion.com support@amplion.com	Chris Capdevila	20	2013	Software company that has built a novel intelligence platform that leverages proprietary machine learning to deliver very deep, tailored insights into pharma & test developer activities to help accelerate precision medicine initiatives & improve patient outcomes.
Aristocat Development Corp. 423 NE Clay Ave. Bend, OR 97701	541-389-8145	N/A	www.aristocat.com aristocat@aristocat.com	Larry Hunt	1	1985	Specialized vertical marketing software development.
Audio Visual Bend 20585 Brinson Blvd. Bend, OR 97701	541-388-1732	800-660-9677	www.avbend.com tony@avbend.com	Tony Sprando	4	1999	Audio video design & integration, turnkey solutions for all types of commercial projects. Video projectors, large screens, control systems, video conferencing, mobile presentations solutions, consulting, sales, design & installation.
Bellatrix 2437 NE Twin Knolls Dr., Ste. 1 Bend, OR 97701	541-382-2208	N/A	www.bellatrix.com rlundy@bellatrix.com	Steve Morris, Ray Lundy	19	1986	Bellatrix products combine electronic, mechanical & computer technologies to create unique, advanced control systems. These systems provide data acquisition, perform complex electromechanical functions & transmit information using optical or high frequency radio channels.
Bend Cloud 1008 SW Emkay Dr. Bend, OR 97702	541-526-7266	N/A	www.bendcloud.com info@bendcloud.com	N/A	1	N/A	Own & operate a local private tier IV data center, specializing in Open Source software development & & data encryption. Cloud products, cloud hosting, web services, internet service, management.
Bird Gard 270 E Sun Ranch Dr., PO Box 1690 Sisters, OR 97759	541-549-0205	541-549-5286	www.birdgard.com info@BirdGard.com	Todd Weitzman	13	1989	Digital bird repellers.
Cascade Chips Technical Services 19417 Seminole Cir. Bend, OR 97702	541-382-6650	N/A	www.cascadechips.com rick@cascadechips.com	Rick Olson	1	1992	Network design, installation & troubleshooting. Broadcast & studio engineering. Computer sales, service, upgrades, data recovery & virus/spyware removal. PC repair, upgrades, virus & spyware removal, data backup, wireless & wired networking.
Cascade Divide Data Centers 207 SW Columbia St. Bend, OR 97702	877-919-7642	N/A	www.cascadedivide.com support@cascadedivide.com	sales@cascadedivide.com	5	2014	Data centers, colocation, managed services & business recovery.
CCI Tec, Inc. PO Box 1876 Bend, OR 97709	541-241-1900	541-201-1901	www.CCITec.com sales@ccitec.com	Devon Cochenour	16	2004	Microsoft Certified Partner providing innovation through integration for healthcare organizations. Provides Microsoft-based healthcare solutions that allow health organizations to offer enhanced patient services while reducing costs.
Current Conceptions, Inc. 8045 NW Grubstake Way Redmond, OR 97756	541-526-5803	541-316-1653	www.currentconceptions.com CCladmin@currentconceptions.com	Dr. P. L. Senger, Dr. Angela Oki	2	2011	Specializing in on-line curriculum development & global distribution to academic programs at the university level in the field of reproductive physiology.
DENT Instruments, Inc. 925 SW Emkay Dr. Bend, OR 97702	800-388-0770	541-385-9333	www.dentinstruments.com sales@dentinstruments.com	Christopher L. Dent	22	1988	DENT Instruments is a supplier of an array of precision measurement instrumentation & analytical software in the field of energy management.
E2 Solar, Inc. 20784 NE High Desert Lane PO Box 6663 Bend, OR 97701	541-388-1151	541-388-1165	www.e2.solar sales@e2.solar	Kelli Hewitt	9	2005	Installing custom-designed solar electric systems, a reliable & affordable energy solution for homes & businesses.
E::SPACE Labs LLC 48 Bridgeford Blvd., Ste. 180 Bend, OR 97702	541-241-8801	N/A	www.espacelabs.com david@espacelabs.com	David V. Robson, Rick Silver	2	2015	Affordable local prototype development lab to inventors, entrepreneurs, startups & corporations in the electronic & electromechanical space.
Element 1 Corp. 63050 Plateau Dr., Ste. 100 Bend, OR 97701	541-728-3814	N/A	www.e1na.com robert@e1na.com	Robert Schluter, Dr. Dave Edlund Ph.D.	11	2010	Element 1 Corporation is a leading developer of clean energy technologies, including advanced hydrogen generation systems, flare gas refinement solutions & gas to liquid production technology.
Endurance Product Design LLC 48 SE Bridgeford Blvd., Ste. 200 Bend, OR 97702	541-610-2882	N/A	www.EndurancePD.com info@EndurancePD.com	Steve Langenderfer	1	2015	Product development, mechanical design, prototyping, 3D CAD design, machine design, manufacturing equipment design.
EnviroTech Services 3842 NW Bus Evans Rd. Prineville, OR 97754	970-346-3900	N/A	www.envirotechservices.com info@envirotechservices.com	Roger Knoph	90	1989	Specializes in road treatment products that improve natural & man-made environments.
Facebook - Prineville Data Center 735 SW Connect Way Prineville, OR 97754	N/A	N/A	www.facebook.com/prinevilldatacenter	William Marks	350	2010	The data center directly supports 350 jobs
Five Talent Software, an Effectual Inc company 2738 NW Potts Ct., Ste. 110 Bend, OR 97703	541-362-1868 x102	N/A	www.Effectual.com Preston.Callicott@Effectual.com	Preston Callicott	170	2004	Build-to-suit custom applications such as enterprise web apps, mobile apps, IoT, AI/ML, & responsive websites; content strategy & digital marketing; strategic consulting for digital product/service strategies & amazon web services (AWS) advanced partner.
Food4All 1001 SW Emkay Dr., Bend Tech, Ste. 100 Bend, OR 97701	541-350-2652	N/A	www.food4all.com kamisemick@food4all.com	Kami Semick, Kristin Yurdin, Tyson Pardue	3	2017	Offering tools, technology & an online marketplace giving farmers, ranchers & food artisans everything they need to sell direct to their community. Shoppers can use a geolocation feature to discover who & where the food growers are in proximity to their location, make a purchase online & arrange for delivery.
G5 Search Marketing 550 NW Franklin Ave., Ste. 200 Bend, OR 97703	541-306-3374	N/A	www.getg5.com business.development@getg5.com	Lisa Calvert	278	2005	Provider of vertical-specific local marketing solutions that help mid-market companies get found online, generate more qualified leads, convert more leads into new customers, track marketing performance & including offline & optimize to the marketing sources with the best return on investment.
GeoEngineers 701 NW Arizona Ave., Ste. 201 Bend, OR 97702	503-603-6657	541-389-2116	www.geoengineers.com cbellusci@geoengineers.com	Chris Bellusci	4	2006	Integrated suite of services for companies looking to build communities, harness & manage the earth's resources & move both products & people.
GL Solutions 856 NW Bond St., Ste. 200 PO Box 591 Bend, OR 97703	541-312-3662	503-374-9063	www.glsolutions.com sales@gl solutions.com	Bill Moseley	63	1999	Provides operational software for government licensing agencies, bringing expert knowledge of the challenges & opportunities for automation within government regulation. Continuing to grow its reach & further its mission in many states & industries, helping agencies succeed in protecting the public.
Grace Bio-Labs 1015 SW Emkay Dr. Bend, OR 97702	541-318-1208	541-318-0242	www.gracebio.com lhale@gracebio.com	Lisa Hale	85	1995	Global provider, local manufacturer. Developing laboratory products, services & custom solutions for research & diagnostics applications.
ISCO Industrial Service Company 63055 Corporate Pl., Unit 1 Bend, OR 97701	541-382-1573	541-382-6902	www.iscomach.com charlenew@iscomach.com	Craig Gribskov	28	1973	Machinery & computer numerical control (CNC) machine shop; ISO 9001 certified, abrasive waterjet cutting; aircraft parts, job shop & prototype fabrication. www.TubeShark.com Hydraulic Tube Bender, www.Accu-Tapper.com Benchmount Tapping Machine.www.iscomach.com
Jump Start Technologies, LLC 34860 Rice Rd. Hereford, OR 97837	541-241-6180	N/A	www.MileageWiz.com MileageWIZ@msn.com	Dr. Phil Kochan	4	2004	Makers of MileageWiz, the solution for creating an IRS conforming mileage log
Keith Manufacturing Company 401 NW Adler St. PO Box 1 Madras, OR 97741	541-475-3802	541-475-2169	www.keithwalkingfloor.com mediadept@keithwalkingfloor.com	Mark Foster	235	1950	Moving floor conveying systems.
Laserline Manufacturing Inc. 1810 SE First St., Ste. H Redmond, OR 97756	541-548-0882	541-548-0892	www.laserlinemfg.com laserline@laserline.net	Bob Vanneman	14	1995	Lasers for wing plow/snow removal, guidance of paint striping, construction, tunneling, mining & dredging, grade rods.
Leading Edge Aviation, Inc. 63048 Powell Butte Hwy. Bend, OR 97701	541-383-8825	541-317-0709	www.leadingedgeavn.com info@flybend.com	Abby Heller	80	1989	Flight school, avionics installation, repairs & service.
Lonza - Formerly Bend Research 1201 NW Wall St., Ste. 200 Bend, OR 97703	541-382-4100	541-382-2713	www.bendresearch.com info@bendresearch.com	Phoenix Barringer	385	1975	Bend Research solves customers' most pressing product development challenges, including bioavailability enhancement, modified release, abuse deterrence, biotherapeutic processing & inhalation formulation.
Manzama, A Diligent Brand 543 NW York Dr., Ste. 100 Bend, OR 97703	541-306 3271	N/A	www.manzama.com sales@manzama.com	Peter Ozolin Mark Hinkle	30	2010	A provider of innovative listening/social monitoring platforms for businesses, especially those operating within the labyrinths of the law profession. SAS-based software listens for, sniffs out & retrieves information pertinent to its client needs relating to case information, client reputation & profile standing within the internet realm.
Maretron of Redmond 2121 SW Deerhound Ave., Ste. 101 Redmond, OR 97756	541-504-7550	N/A	www.maretron.com sales@maretron.com	Kip Wasilewski	5	2007	Navigation, weather & Monitoring products to aid travel on the high seas. Marine electronic & networking equipment for commercial & recreational boats.

Does Plasma Ionization Eliminate COVID-19?

by TIM PHELPS, Business Development — POA

Concerns with airborne spread of the COVID-19 pathogen have circulated within the scientific community since the virus surfaced in late 2019. It is no secret that the virus has been spreading via miniscule water droplets, but the potential for fully airborne transmission was still in question until recently. With the CDC's recent confirmation that COVID-19 can be transmitted via aerosolized respiratory droplets, the focus has shifted to finding ways to kill the virus in the air using advanced filtration and treatment techniques.



When scientists first began to suspect that airborne transmission was possible, researchers and engineers began looking into ways to beat the virus while it was still in the air. Through rigorous testing, plasma ionization has been established as one of the best ways to kill airborne pathogens, including the COVID-19 virus.

To help our customers make the most of plasma ionization technology during the COVID-19 pandemic, Powers of Automation has partnered with Plasma Air to create highly effective and efficient air cleaners that eliminate airborne pathogens and particulate matter.

To perform the testing, the Plasma Air ionizer was incorporated into the air supply system and a quantity of MS2 bacteriophage was nebulized into the test space. When compared with a control test, the bacteriophage concentration was reduced by approximately 99 percent after exposure to ionized air. These results indicate that plasma ionization can be used to significantly reduce the presence of COVID-19 in indoor environments.

The Different Applications of Plasma Ionization

The benefits of using plasma ionization to minimize the spread of pathogens have been acknowledged by numerous healthcare organizations, including Johns Hopkins and Boston Children's Hospital. In addition, plasma ionization systems have been incorporated into international airport terminals, warehouses and distribution centers, industrial manufacturing facilities, food and beverage processing operations, school buildings, and religious institutions. Not only can Plasma Air ionization systems be used for large-scale operations, but smaller devices are also available in both HVAC-compatible and standalone configurations for use in home and office settings.

Why POA?

Powers of Automation (POA) is pleased to partner with Plasma Air to develop state-of-the-art bipolar ionization technology designed to purify indoor air. Plasma Air's technology, coupled with POA's extensive knowledge of automated systems development and integration, has allowed us to establish a powerful and highly effective partnership to tackle the challenges created by the COVID-19 pandemic.

As a leading provider of automation and innovation, POA has the skills and resources necessary to help you develop extremely efficient, competitive business practices using the latest technology available on the market. We help streamline all processes within your organization, so you can rest assured that your systems are operating in the safest, most cost-effective manner.

We have the equipment and technical knowledge necessary to help you seamlessly integrate plasma ionization into your existing systems. To learn more about ways that POA's partnership with Plasma Air can help you incorporate plasma ionization technology into your business or home, contact our experts today.

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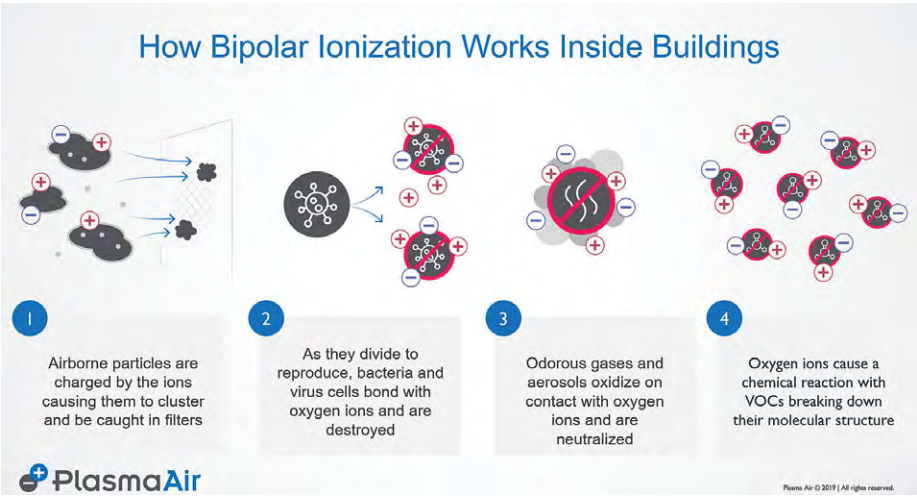
What is Plasma Ionization?



Plasma ionization has been an effective means of eliminating pathogens from environments and surfaces in the food processing industry for decades. A proven decontamination method, plasma ionization uses the ionization of oxygen molecules to attack foreign matter, including particulates, bacteria, viruses, odorous gases, and volatile organic compounds (VOCs).

Plasma Air cleaners use specially designed tubes to convert stable oxygen molecules from the surrounding air into charged oxygen ions. The ions produced by Plasma Air technology seek out the non-charged particles in the air and bond with them. This bonding process increases the size of the unwanted particles, which allows them to be caught in very fine air filters and removed from circulation. Viruses and bacteria bonded to oxygen ions are unable to replicate due to the charged oxygen atoms, and VOCs are broken down at a molecular level.

Does Plasma Ionization Eliminate COVID-19?



Air cleaners that use bipolar ionization can be used to kill viruses, including COVID-19. In recent testing conducted by air purification company Tayra with the support of the Spanish Ministry of Defense Biological Laboratory, Plasma Air ionization eliminated nearly 80 percent of MS2 bacteriophage (a simulated virus similar to COVID-19) from the surfaces of indoor test environments.

Why POA?

Whether you're a manufacturer of food, beverage, high-tech equipment, or pharmaceuticals, POA can help you increase production, improve quality, reduce waste, and stay in compliance.

POA has the skills and resources necessary to help you increase your competitive edge by implementing the best technology available on the market.

We can help streamline labor intensive processes with robotics, ensuring workplace safety, and quick return on your investments.

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Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Services
Max Manufacturing 20651 High Desert Ln. Bend, OR 97701	541-382-2552	541-382-2556	mikeg@maxmfg.com	Mike Garoutte	6	1973	Laser cutting & processing, precision sheet metal fabrication & design, custom structural fabrication.
MicroRidge Systems Inc. 56888 Enterprise Dr. PO Box 3249 Sunriver, OR 97707	541-593-1656	541-593-5652	www.micronridge.com mary@micronridge.com	Mary Chisholm	7	1983	MicroRidge designs & manufactures wired & wireless measurement collection solutions for industrial & manufacturing environments to monitor or improve their quality process.
Microsemi Corporation 405 SW Columbia St. Bend, OR 97702	541-382-8028	541-389-1241	www.microsemi.com	Mark Gabler	130	1984	Manufacturer of power semiconductors.
Mohr Solutions 251 W Barclay Dr. Sisters, OR 97759	541-549-2000	N/A	www.mohrsolutions.com	Doug Mohr	40	2001	Telecommunication infrastructure & integrations solutions.
Mountain High Equipment & Supply Co. 2244 SE Airport Way, Ste. 100 Redmond, OR 97756	541-923-4100	541-923-4141	www.mhoxygen.com sales@mhoxygen.com	Patrick McLaughlin, Brad Stankey, Eric Westernen	15	1985	AIR, Inc. is a research, design & manufacturer of patented state-of-the-art digital aviation oxygen equipment. All products are manufactured on-site in Central Oregon. The company is known particularly in the general aviation, glider & homebuilt industry for the MH EDS electronic Pulse-Demand” adaptive oxygen delivery devices.”
n-Link Corporation 19525 Innes Market Rd. Bend, OR 97701	541-617-0011	425-696-0456	sgreen@n-link.net	Al Colombo, Sandra Green	20	1995	Cyber security, intelligence centers, unmanned aerial systems, GIS, managing & operating network & security operations centers, information assurance policy, mobile applications development, program management, software development (J2EE, Ruby on Rails, .NET), enterprise architecture.
NAVIS 389 SW Scalehouse Ct., Ste. 100 Bend, OR 97702	541-385-5255	N/A	www.TheNavisWay.com info@thenavisway.com	Kyle Buehner	199	1987	Reservation sales & marketing technology & services for the hospitality industry.
Nine Peaks Solutions LLC 250 NW Franklin Ave., Ste. 103 Bend, OR 97703	541-797-7595	270-912-6554	NinePeaksSolutions.com EMailUs@NinePeaksSolutions.com	Eric D. Skidmore	5	2015	Technology consulting & services firm working with business solutions & Microsoft SQL Server software. Organization is an authorized gold level solution provider of Laserfiche’s® an enterprise content management & paperless workflow system; also partner with Microsoft, Dell EMC, Epson, Dropbox, DocuSign & SIGNiX. Extensive CORT & NuView payroll & human resources application experience.
Onboard Dynamics, Inc. 62958 NE Layton, Ste. 2 Bend, OR 97701	541-550-3632	N/A	www.onboarddynamics.com info@onboarddynamics.com	Rita Hansen	14	2013	Develop & commercialize Compressed Natural Gas (CNG) compression capability integrated into automotive engines that can tap into any low pressure natural line.
OnTo Technology LLC 63221 Service Rd., Ste. F Bend, OR 97703	541-389-7897	N/A	www.onto-technology.com sales@onto-technology.com	Steve Sloop	3	2004	Lithium-ion battery recycling technology development.
Paladin Data Corporation 3020 NW Merchant Way Bend, OR 97703	541-617-9955	541-383-3887	www.paladinpointofsale.com sales@paladinpos.com	Dan Nesmith, Mike Williamson, Charles Owen	65	1980	Technology company specializing in helping retail store owners accomplish more with less through its innovative point of sale software & integration with suppliers, credit card processors & equipment manufacturers. Paladin Data Corporation’s primary market segments are hardware stores, independent pharmacies & general retail.
PCC Schlosser 345 NE Hemlock Ave. Redmond, OR 97756	541-548-0766	541-548-6579	www.pccstructurals.com	Keith Covlin	465	1989	Titanium investment casting foundry for the aerospace & medical industries.
Philips Respironics, Inc. 20300 Empire Blvd., Ste. B3 Bend, OR 97701	541-598-3800	541-322-7277	www.respironics.com	Mark Reed, Tim Murphy	19	1971	Designer of scientific research medical devices & equipment.
Powers of Automation, Inc. 61533 American Ln., Ste. 1 Bend, OR 97702	541-330-1687	541-388-8273	www.powersofautomation.com office@powersofautomation.com	Steve Powers	35	1997	Mfg - Service Provider for Regulated Industries (FDA, EPA, ISO).Calibration Services, Automated System Design - Build - CommissionUL508A & UL698A Control Panels. Remote Control & MonitoringISO9001:2008 Certified Quality Management System.

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High Tech Companies (Listed Alphabetically)

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Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Services
Precise Flight, Inc. 63354 Powell Butte Rd. PO Box 7168 Bend, OR 97701	800-547-2558	541-388-1105	www.preciseflight.com customerservice@preciseflight.com	Brad LeHuquet	24	1980	Supplier of advanced technology to the aviation industry including lighting, oxygen & electromechanical technologies.
Project Development PO Box 5582 Bend, OR 97708	541-382-5059	Call first	www.projectdevelop.com pcb@projectdevelop.com	Frank Langlois	5	1999	Printed circuit board design.
Proxense 689 NW Stonepine Dr. Bend, OR 97701	541-382-5745	N/A	www.proxense.com	Mike Pusateri	35	2005	Wireless technology company providing advanced real time location & access control systems for healthcare on a single platform.
Qorvo, Inc 63140 Britta St., C106 Bend, OR 97703	541-640-8651	N/A	www.qorvo.com crystal.ferns@qorvo.com	541-640-8651	50	2005	Design & manufacture RF Solutions for mobile, defense & infrastructure markets.
RBD Instruments, Inc. 2437 NE Twin Knolls Dr, Ste. 2 Bend, OR 97701	541-330-0723	541-330-0991	www.rbdinstruments.com sales@rbdinstruments.com	Randy Dellwo, Rena Bennett-Dellwo	7	1990	Auger & Xray photoelectron spectrometers, sputter ion sources, picoammeters, viewport coatings & water vapor desorption systems.
Sat Pak Communications, Inc. 1950 SW Badger Ave., Ste. 106 Redmond, OR 97756	541-923-0467	541-923-5925	www.satpak.com info@satpak.com	Bill Park	9	1983	Electronic communications cable assemblies.
Shielding International 2150 NW Andrews Dr. PO Box Z Madras, OR 97741	541-475-7211	541-475-6628	www.shieldingintl.com sales@shieldingintl.com	N/A	1	1958	Manufactures x-ray protective garments & accessories.
Silipint 1375 SW Commerce Ave., Ste. 130 & 190 Bend, OR 97702	541-678-5044	541-728-0632	www.silipint.com info@silipint.com	Rick Fredland, Kira Kelley	25	2010	Silicone cups in various shapes & sizes, freezer, over, dishwasher & microwave safe, free of the chemical bisphenol. Made from the same 100 percent food grade silicone that make baby bottle nipples, containing no BPA toxins or off-gassing. Only legal manufacturers of silicone drinkware in the United States. Customization available.
Simply Mac 425 SW Powerhouse Dr., Ste. 307 Bend, OR 97702	541-647-2118	N/A	www.simplymac.com	AJ Uecker	6	2013	Warranty repair, hardware diagnostics, data recovery, software installation, iOS/iPod restore, onsite services, business solutions, onsite training.
Smartwaiver Inc. 606 Arizona Ave., Ste. 100 Bend, OR 97703	541-316-8530	N/A	www.smartwaiver.com info@smartwaiver.com	Daryl McCarl	10	2012	Online waiver solution for businesses large & small.
Sunlight Solar Energy, Inc. 50 SE Scott St., Bldg.13 Bend, OR 97702	541-322-1910	N/A	www.sunlightsolar.com sun@sunlightsolar.com	Sun Nguyen	27	1988	Full-service, turn-key design & installation of grid-tied solar electric systems for homes & businesses throughout Oregon. Provides battery storage, EV chargers & solar pre-wire services.
Tech Soft 3D 1567 SW Chandler Ave., Ste. 100 Bend, OR 97702	541-385-3000	N/A	www.TechSoft3D.com info@techsoft3d.com	Ron Fritz	100	1996	Global provider of development tools that help software teams deliver successful applications. Headquartered in Bend with offices in California, Ohio, France, England & Japan. Toolkit products power nearly 500 unique applications running on hundreds of millions of computers worldwide.
VR Analytical 63020 Lower Meadow Dr. Bend, OR 97701	541-388-1253	N/A	www.vranalytical.com info@vranalytical.com	Raymond Colton	25	2001	Offers customized analytical testing to assist in the development & validation of pharmaceutical products & processes. Has a distinctive focus on detecting & identifying trace chemicals whether they are extractables, leachables, or impurities.
Weston Technology Solutions 2214 NE Division, Ste. 201 Bend, OR 97703	541-383-2340	541-383-2350	www.weston-tech.com sales@weston-tech.com	Brock McFarlane, Jake Ortman	16	2002	People-focused tech support & monitoring services, provided by a Microsoft Silver Partner focusing on businesses with ten to 75 employees. Provides proactive maintenance, monitoring, tech support, & IT solutions to reduce downtime, & increase security & productivity.

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.

Telecommunications Companies *(Listed Alphabetically)*

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Services
AutoTel PO Box 1618 Bend, OR 97709	541-389-5286	N/A	www.westernradioservices.com info@westernradioservices.com	Richard Oberdorfer	3	1978	Radio phones, two-way radio, pagers, sales & service.
BendBroadband 63090 Sherman Rd. Bend, OR 97703	541-382-5551	541-317-9086	www.bendbroadband.com	Tyler Honzel	280	1955	Cable TV, high-speed internet, business & home phone, advanced business services, fiber transport, data center, colocation, business continuity/disaster recovery, managed services, hosted VOIP phone systems.
BendTel Inc. 130 NW Greenwood Ave. PO Box 356 Bend, OR 97703	541-389-4020	N/A	www.bendtel.com	Tom Barrett, Doug Cox	26	2003	Get Real Fiber Fast Internet with BendTel. BendTel is Central Oregon's largest locally owned business telephone & Internet service provider. BendTel provides Gigabit fiber bandwidth with guaranteed speeds & uptime. Hosted & traditional telephone solutions, servicing all major phone systems, 24/7 local support, web & email hosting & more.
Broad Sky Networks 745 NW Mt. Washington Dr., Ste. 300 Bend, OR 97703	877-291-9575	N/A	www.BroadSkyNetworks.net Info@BroadSkyNetworks.net	Ron Ireland	31	2003	Nationwide Hosted VoIP services for business, broadband Internet, wireless 4G LTE for Machine to Machine (M2M), WiMAX & VSAT satellite internet services.
Cascade Tel 345 NE Clay Ave. Bend, OR 97701	541-388-5158	541-382-9186	www.cascadetel.com helpdesk@cascadetel.com	Allen Clack	5	1990	Telecommunications, IT Networks, VOIP Networks, IT Managed services, fiber optic, WAN & multi-site data cabling systems, pre-wire high speed data circuits.
Central Oregon Communications 857 SW Theater Dr. Bend, OR 97702	541-382-5563	N/A	Brittingham3771@msn.com	Eric Brittingham	2	1990	Telephone equipment sales & service, voice & data cabling, voicemail, VoIP solutions & integrated voicemail/phone systems, authorized dealer for ESI products.
Centratel 141 NW Greenwood Ave., Ste. 200 Bend, OR 97703	541-385-2616	541-388-2351	www.centratel.com info@centratel.com	Jesse Merickel	45	1984	24-hour telephone answering services & medical exchange, paging & voice mail.
Consumer Cellular 2999 SW Sixth St. Redmond, OR 97756	800-686-4460	541-693-8060	www.consumercellular.com	John Marick	400	1995	Cellular.
Day Wireless 63710 Paramount Dr. Bend, OR 97701	541-330-8807	541-330-9033	www.daywireless.com	Garret Winter	9	1996	2-way radio sales, service & rental, Sprint, Nextel, satellite sales, microwave installations, service, paging & wireless broadband.
Fatbeam, LLC 213 SW Columbia St. Bend, OR 97702	541-610-3936	509-344-1009	www.Fatbeam.com sales@fatbeam.com	Mary Hampton, Janie Moore	30	2010	Internet (Fiber), Dark Fiber, Lit Fiber, Ethernet.
Gowdy Bros. Electric, Inc 309 SW Pumice Ave. Redmond, OR 97756	541-548-6495	541-548-5846	www.gowdybros.com accounting@gowdybros.com	Reba Crise, Larry Gowdy	6	1979	Business telephone & voicemail systems, voice, data & fiber optic cabling & termination. Security & fire alarms systems, access control, CCTV & wireless systems, paging & intercom. Wiring for commercial & residential buildings. Elevators & video surveillance systems. Trouble shooting & splicing CAT 5E & Lan cable intallation & termination.
Ibex 501 SW Hill St. Bend, OR 97702	541-647-6670	N/A	www.ibex.co betsy.koch@trgworld.com	Bob Dechant	480	1984	Provides telemarketing, customer care & technical support services to FOR-TUNE 500 companies.

Is Wireless the Future of Telecommunications?

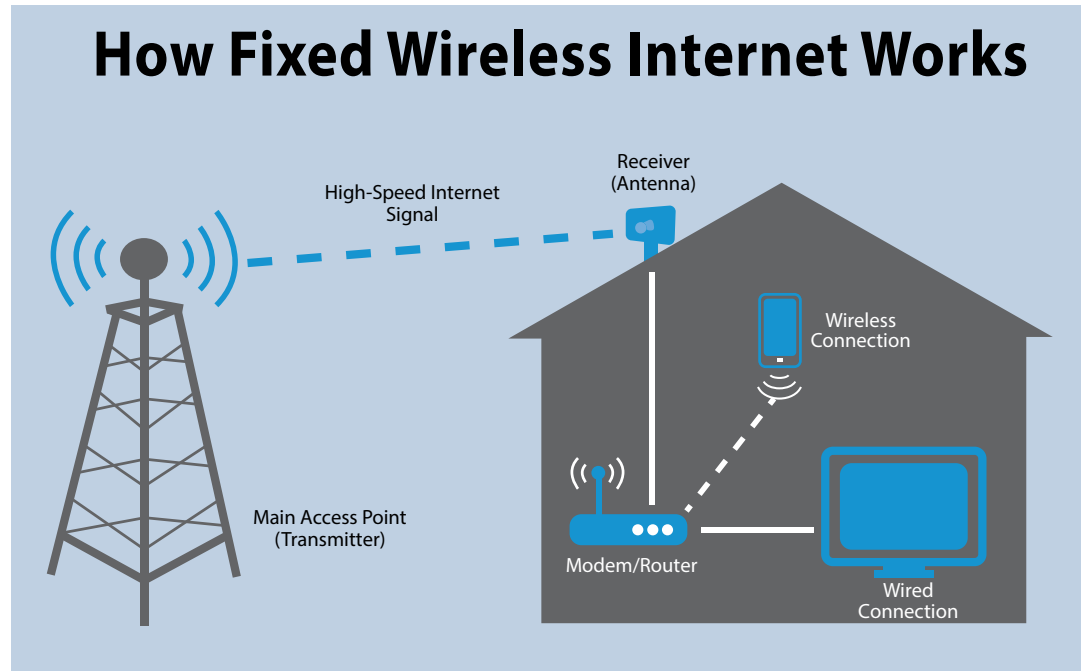
by **LAMONT BOILEAU, Sr. Account Executive — Sureline Broadband**

In the competitive business and residential internet service landscape, overwhelming importance is being placed on maximizing efficiency, reliability and speed. Consumers now more than ever are dependent on their internet to facilitate work, school, communication, entertainment and social engagement. With so much of our lives reliant on the ability to connect to the internet and the frustration that quickly follows when a movie buffers, zoom call drops or the dreaded “sorry, no internet connection detected” message flashes across the screen we quickly wonder, “Is there a better way to connect to the internet?” This might be a reach.... but a question worth asking.

Internet reliability is generally thought to be best accomplished by physical connectivity (i.e fiber optics and DSL). This notion is fundamentally being shifted by the advancement of Microwave Fixed Wireless Broadband technology. What sounds complicated, really is simple by nature and is pushing the boundaries of internet connectivity. Radio waves transmitted between two fixed stationary devices are providing commercial grade internet service that offers competitive internet speed, while reducing latency, increasing consistency and greatly improving reliability. Here's how...

INTERNET SPEED — Fixed Wireless Internet offers the same speed capabilities as fiber optic cable. With small to mid-size businesses utilizing between 10mbps to 500mbps of internet, it is important to understand usage and need before signing up for service. When choosing a provider, it also important to know if they are delivering dedicated or shared bandwidth as this often determines quality of service. Dedicated bandwidth reserved solely for the use of one subscriber or business will provide speed consistency throughout the day while shared bandwidth service plans are split among all users resulting in “sluggish” peak hour performance.

REDUCED LATENCY — A less-talked-about element to internet performance that profoundly dictates speed is latency. In simple terms, latency is the delay in transmitting and processing data. In a city's network, a fiber optic signal travels through many different points to complete the communication cycle. In contrast, a wireless signal is moving through a direct, line-of-site connection between two points minimizing “noise interruptions” or latency making the transmission of signal 50 percent faster!



GRAPHIC | COURTESY OF SURELINE BROADBAND

INCREASED CONSISTENCY — Unfortunately, all internet providers are exposed to service interruptions or breaks. Network technicians work tirelessly around the clock to provide customers a consistent internet experience. Reports show that broadband usage is up 47 percent in Q1 2020 (largely due to the COVID-19 pandemic). Fact of the matter, network consistency and reliability are more important now than ever. Cable companies, vulnerable to physical cuts and downed power lines leave subscribers exposed to lengthy outages when problems arise. Fixed Wireless Broadband is capturing attention as both a redundant and primary internet solution due to built-in multipoint network redundancy delivering an “always on” service with close to 99.999 percent connectivity.

Available, affordable and reliable — Fixed Wireless Broadband Internet is making a case and answering the question for both business and residential customers: “What does the future of internet connectivity look like?”

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▶ CONTINUED FROM PAGE 28

Telecommunications Companies *(Listed Alphabetically)*

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Services
InfoStructure 288 South Pacific Hwy. Talent, OR 97540	541-773-5000	541-858-4477	www.infostructure.net support@infostructure.net	Scott Hansen	23	1994	Internet & voice service
Little d Technology/ Verizon Authorized Wireless Retailer 16410 Third St., Ste. C PO Box 3054 La Pine, OR 97739	541-536-1079	541-536-1266	www.littledtech.com support@littledtech.com	Kathryn DeBone	5	2005	Computer sales & service, Verizon Authorized Wireless Retailer.
LS Networks (Subsidiary: Quantum Communications) 258 SE Salmon Dr. Redmond, OR 97756	541-923-5599	541-504-5737	www.lsnetworks.net marketing@lsnetworks.net	Ron DiTullio (Bend) 541-678-3412 LoriAnn Kuhn (Central OR) 541-420-0949	90	2005	Business network connectivity & communications services including: High-speed fiber Internet, Unified Communications & Ethernet transport. Fully redundant network backbone with 24/7 proactive support & network monitoring.
Reynolds Technical Services 22350 E Hwy. 20 Bend, OR 97701	541-389-9190	541-389-9190	N/A N/A	Mark Reynolds	1	1993	Electrical, high-voltage power systems, wire systems control design, telecommunications & repair.
Sprint Store 63455 N Hwy. 97, Ste. 59 Bend, OR 97701	541-317-5100	909-421-7348	www.sprint.com N/A	Joshua Hell	6	2001	Sprint wireless communication services.
TechLink Services 750 NW Charbonneau St., Ste. 201 Bend, OR 97701	828-348-0258	828-398-0428	www.techlinksvc.net Partners@TechLinkSVC.net	Mike Mudd	20	2007	Provides nationwide field service work for the installation of telecom, digital signage, cabling, electrical for the hospitality, retail & enterprise markets. Other services include RF engineering & VSAT installations.
Tomco Electric Inc. 850 NE First St. Bend, OR 97701	541-389-5424	541-317-0494	www.tomcoelectric.com info1@tomcoelectric.com	Colby Thompson	75	1973	Voice, data, fire alarm, security, fiber optics, closed circuit TV.
TRG Customer Solutions 501 SW Hill St. Bend, OR 97702	541-312-5237	N/A	www.trgworld.com contact@trgworld.com	Steve Newman	550	1984	Provides telemarketing, customer care & technical support services to Fortune 500 companies in the financial services, insurance, pharmaceutical, telecommunications, & utility industries, among others.
U.S. Cellular 3197 N Hwy. 97, Ste. A-3 Bend, OR 97703	541-385-0853	541-389-9599	www.uscellular.com N/A	Adrian Zamarrita	6	1983	Cellular services, cellular phones & accessories.
Webformix 67 NW Hawthorne Ave. Bend, OR 97703	541-385-8532	541-385-8643	www.webformix.com info@webformix.com	Eric Ozrelic	12	2004	Residential & apartment complex/hotel wireless highspeed internet.
Yellowknife Wireless Company, LLC 1259 NE Second St., Ste. 200 Bend, OR 97701	541-385-0111	541-323-2406	www.ykwc.com info@ykwc.com	Chris Cappuccio	14	2005	Business & residential unlimited local & long distance phoneservice starting at \$27/month. Fully hosted & managed VOIPsolutions. Consolidate your communications & bring the savings of IP telephone lines directly to your home, desk or PBX. Includes voice-mail, conference-calling, call-forwarding, call-roll-over & caller-ID.

Flexible Communication for Today's Workforce



PHOTO | COURTESY OF BENDTEL

by MARA M^cCLOSKEY-BECKER, Director of Marketing — BendTel

Did you know that 58 percent of customer's expectations aren't met due to a company being unavailable by phone or email? According to NEC Corporation of America, now that so many companies are allowing employees to work from home, technical and social issues are on the rise. There are a variety of ways to enable staff to safely work from home while accomplishing just as much as if they were still in the office. In fact, many businesses are offering multiple options based on employee's job roles or the level of features and functionality required.

THINGS TO CONSIDER

- Choose a solution that matches an employee's role
- Consider the security changes required to protect your employees and networks
- If possible, select tools that are already familiar to your staff
- Choose solutions that are easy to use and require minimal employee training

WORKING FROM HOME OPTIONS

Desk phones — can be configured to work from home, providing employees the exact same experience at home as in the office.

Softphones — offer comprehensive calling capabilities on a laptop or PC, provide status visibility of remote employees and masks a personal number with an office number.

Wireless headsets — provide the freedom and comfort to move about in a hands-free environment.

Unified messaging — automatically sends voicemails in a text or audio file format to an employee's email.

Audio & video conferencing — are essential tools for holding group meetings and conferences.

Remote features — are a simple way to never miss a call with find-me follow-me, call forwarding, distinctive ringtones, call routing and mobile extensions.

Whether you run a small- to medium-size business or a larger enterprise company, there are a variety of communication solutions in the marketplace for remote workers. Integrating office phone systems with personal devices can create a competitive advantage for businesses as the latest technology available today will seamlessly keep your employees and customers connected.

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Central Oregon Association of REALTORS Quarter Three 2020 Report

Important Information Related COVID Impacts

At the time of the first quarter report, we were in the early stages of the COVID-19 pandemic with an increasing rate of unemployment, and with uncertainty about how quickly the virus would spread and how it would impact the real estate market. While much uncertainty remains, we now have a better understanding of the current state of the economy and how the real estate market is being impacted.

This recession is playing out differently than anything we have seen before. Due largely to federal stimulus payments to individuals and businesses, we have not seen a drop in incomes despite an unprecedented amount of job loss. That is not to say that individual households have not been impacted, but in aggregate, incomes have not decreased during the recession, while consumer expenditures have recovered almost entirely to pre-pandemic levels. While the ultimate pace of the economic recovery is unknown, jobs have recovered more quickly to date than originally predicted by the Oregon Office of Economic Analysis (OEA). This is good news, which is sorely needed in these challenging times. Unfortunately, as is typically the case during recessions, vulnerable populations are being disproportionately impacted with higher employment and income losses than the broader population.

In September, the unemployment rate decreased to about 8 percent statewide (165,000 continuing claims). In Central Oregon, unemployment rates have tracked the State average, while unemployment claims have dropped 65 percent to 4,600 in September from their peak of 13,300 in April.

Negative impacts to the residential real estate market in Central Oregon have been limited, other than a small decrease in sales in April and May. Since then, sales have rebounded and are at 99 percent of the rate seen last year through September. In fact, the volume of sales over the last two months has been higher than in 2018 and 2019. Typically sales volume peaks in late June, then decreases for the rest of the year. During the pandemic, we have seen sales volumes at their highest rate in recent weeks. It is unclear if this is pent-up demand for decreased activity earlier in the year, or indicative of increasing demand in the region for households looking for more rural housing options based on the ability to work remotely. Prior to the pandemic, Bend was the highest market in the

county for share of remote workers (OEA).

Increased sales volumes in Central Oregon are consistent with national trends, where the National Association of Realtors reports their Pending Home Sales Index reached an all-time high in August, growing 8.8 percent since July.

Median home prices jumped 17 percent since the third quarter in 2019, the highest increase since 2014. This is due to a change in distribution of prices of homes listed on the market. Compared to this time last year, there are fewer homes listed below \$399,000, and more homes listed above \$400,000. This is particularly the case above \$750,000 where there are more than double the number of listings.

We have been tracking market absorption as a leading indicator of market demand in the past couple quarterly reports. The number of months of supply continues to drop in the region, now down to 1.5 months. As mortgage rates hit new lows and market absorption continues to drop, the market is showing no signs of slowing down despite recent up ticks in the number of COVID-19 cases across the region.

Price Index for Q3 2020

The price index for Central Oregon increased at an annual rate of 10.0 percent in the third quarter of 2020. The measure of the index is now 209, representing a 109 percent increase in market prices since 2012. Price growth using the index increased at a higher rate than the median sales price in the market through the first four months of the COVID-19 pandemic, however in the third quarter median sales price growth outpaced the index landing at 17.7 percent in the third quarter.

Price growth, measured by the index, peaked in early 2018 at 13.2 percent and has steadily slowed to the current rate of 10.0 percent — the price index up until the current quarter had outpaced the rate of the median sales price since 2018 however the median sales price more than doubled this past quarter while the price index remained relatively stable.

The median sales price increased by nearly 10 percentage points (on an annual basis) since the last quarter. This is fueled by a change in the mix of houses selling, rather than an across the board increase in house prices. Fewer lower-priced homes were listed, and more than double the number of homes over \$750,000 compared to last year. This atypical change in the mix of houses for sale demonstrates the advantage of using price index compared to the

median or average price.

WHAT IS A PRICE INDEX?

A price index tracks repeat sales of the same property to measure the change in market price over time.

WHY A PRICE INDEX?

A price index uses repeat sales and is the most accurate way to track changes in price over time. Median or average sales prices are responsive to new construction prices that are generally higher than the market average, as well as trends in listings. In order to most accurately measure how prices in a market are changing over time, tracking individual properties that sell multiple times allows for an apples to apples comparison of change over time.

HOW DO WE CALCULATE A PRICE INDEX?

The price index is calculated using home sales data from 2007 up to the last quarter (Q3 2020). Repeat home sales are identified by matching sales based on addresses. Once homes that have been sold more than once are identified, the duration between the sales and the change in sale price are measured.

We have applied filters to the dataset to account for outliers and other transactions not representative of normal market conditions, such as flipping or substantial renovations.

The repeat sale price index is calculated on a quarterly basis starting in the fourth quarter of 2012. Starting in the fourth quarter of 2012, the median sale price over the previous four quarters is calculated and used as the anchor price (100). For each following quarter, the median price appreciation for homes sold within the last four quarters is calculated, and this price appreciation is applied to the index.

Bend Q3 2020

Bend's housing market performed substantially better in the third quarter of 2020 than the previous quarter. Home sales volume increased by just over 72 percent from the previous quarter with the days on market (DOM) falling nearly 8 percent. Compared to the same time last year, home sales volume increased by 19 percent and the median days on market (DOM) fell by about 11 percent. Additionally, the median home sales price in Bend continued to rise, increasing just over 13 percent from last quarter and about 19

Continued on Page 38 ►

Summit Bank Reports Third-Quarter Earnings

Summit Bank (OTC Pink: SBKO) reported net income for the third quarter of \$2.06 million or 35 cents fully diluted share. Earnings for the comparable period one year ago were \$1.65 million or 32 cents per fully diluted share. Year-to-date earnings were \$4.44 million or 79 cents per fully diluted share, compared to \$4.24 million or 81 cents that the Bank earned during the first nine months of 2019. The solid earnings for the third quarter were achieved despite increased provision for future loan losses resulting from the ongoing impact of the COVID-19 pandemic. "We are pleased with the Bank's growth over the summer given the economic conditions associated with the pandemic that our community and nation are facing," said Craig Wanichkek, CEO and president. "As an Oregon-based business bank, we continued to grow this quarter because of our close relationships and consistent communication with both longtime and new clients."

Earnings per fully diluted share (EPS) for the trailing four quarters ended September 30 were \$1.05 compared to \$1.19 for the four-quarter period ended September 30 2019. The Bank completed a successful capital offering in the second quarter of 2020, which increased

average total shares outstanding for the year to date by 7.7 percent, which was the primary driver of the lower earnings per share relative to the previous year. Net interest income for the nine-month period exceeded the similar period last year by \$2.7 million, an increase of 15.5 percent as the Bank's core operations remain robust despite the challenging economic environment. "We'd like to acknowledge the bank's dedicated staff," said Wanichkek. "As we continue to navigate through this pandemic, our team comes into the office every day to provide our clients with the best service and client experience possible. Thank you to Summit Bank's dedicated colleagues for continuing to work hard on behalf of our clients."

Summit's balance sheet remains significantly expanded at the end of the third quarter as all \$119 million of the Bank's Small Business Administration's Paycheck Protection Program (PPP) loans, which we originated to help our clients mitigate the impact of the COVID-19 pandemic, remain outstanding. Earlier this year, Summit Bank announced that it was able to help 440 small businesses and nonprofits across Oregon under the U.S. Small Business Administration (SBA) Paycheck

Protection Program (PPP).

Most recently, Summit Bank committed to donating \$150,000 of its CARES Act PPP SBA loan income to make microloans to underserved members of the community in all three of its markets including minority-owned businesses, women-owned businesses, service-disabled veteran-owned businesses and emerging small businesses, particularly those operating in low-income areas of the state. The bank will partner with Community LendingWorks, a Community Development Financial Institution (CDFI) based in Springfield, Oregon to help underwrite, disburse and service the loans.

Summit has continued to achieve strong loan growth over the year-to-date, and the last 12 months with total net loans (excluding PPP loans) increasing by \$64.4 million or 15.4 percent since September 30, 2019 and by \$44.6 million or 10.2 percent during the first nine months of 2020. The Bank's deposit base continues to grow as well with \$38.5 million or 6.6 percent growth achieved during the third quarter and \$186.3 million or 42.3 percent over the last 12 months.

The Bank continues to hold extremely high levels of available liquidity during this period of uncertainty

with \$142.7 million of cash and short-term investments in securities as of September 30 2020. This is more than twice the total of \$67.5 million in similar assets held at September 30 2019. Non-performing assets have increased somewhat during the quarter with total non-performing assets at September 30, 2020, representing just 0.95 percent of total assets, an increase from 0.23 percent as of September 30, 2019.

Summit Bank is also pleased to report that our shareholders voted on and approved the formation of Summit Bank Group, Inc., a bank holding company. All regulatory information and documentation for the Holding Company has been approved, making Summit Bank a wholly owned subsidiary of Summit Bank Group, Inc. As a result, effective immediately, Summit Bank shareholders became 100 percent owners of the holding company.

With offices in Eugene, Bend and downtown Portland, Summit Bank is a business bank that specializes in providing high-level service to professionals and medium-sized businesses and their owners. Summit Bank is quoted on the NASDAQ Over-the-Counter Bulletin Board as SBKO.

sbko.bank

Will The Elections Impact Our V-Shaped Recovery?

by DAVID ROSELL — Rosell Wealth Management

I always enjoy this time of year when Central Oregon takes a deep breath after a busy summer and before the feverish holiday and ski season. This year has certainly not been the norm and there are so many moving parts impacting the economy and the markets — it's challenging of knowing where to begin with this quarter's commentary. However, in this brief article I'll summarize the recent markets activity as well as share thoughts on the potential impact that the election and Federal Reserve may have on the markets and ask the question whether the V-shaped recovery continue into 2021?



- S&P Midcap -8.6 percent
- S&P Smallcap -15.2 percent
- S&P 500 Value -11.5 percent remained well below their pre-COVID trading ranges.
- As is often the case during times of sharp stock market gains, fixed income returns lagged the stock markets in Q3.

The Election and The Markets:

U.S. Presidential and Congressional Elections Election Day is closing in and will have taken place by the time you read this article. Everyone seems to be pondering the impact the national elections will have on the markets. The U.S. election is taking place against a historic backdrop of hyper partisanship, pandemic, recession and civil unrest. The outcome could have significant implications for key policy areas including fiscal stimulus, public investment, taxation, regulation and foreign affairs. One way to try to factor in the impact of elections is to consider which party controls not only the White House, but also Congress. Historically, the best backdrop for stocks is a split government whereby the President's party does not have majorities in both the Senate and the House (source: Fidelity, Presidential Elections & Stock Returns). Basically, investors seem to prefer the checks and balances of even a highly partisan sharing of power versus an unchecked one-party situation. Unfortunately, Election Day 2020 is uncertain, and the uncertainty only increases from that point forward. We do not know whether there will be a Blue sweep or a Red sweep or a continuation of split government. Due to the pandemic and the vast number of mail-in ballots that must be counted, we may not even know who the winner is for days or weeks after November 3. Market volatility seems likely to remain at high levels over the remainder of 2020.

Federal Reserve Board Policies

After a significant review, the Fed released its updated Statement on Longer-Run Goals and Monetary Policy in August 2020. A key update within this statement is: In order to anchor longer-term inflation expectations at this level, the committee seeks to achieve inflation that averages two percent over time, and therefore judges that, following periods when inflation has been running persistently below two percent, appropriate monetary policy will likely aim to achieve inflation moderately above two percent for some time. In a nutshell, this update means the Fed is likely to keep interest rates low, even if inflation creeps above two percent. Fed Chair Jerome Powell called this strategy, "a flexible form of average inflation targeting." It has implications for inflation expectations, interest rate expectations, and numerous other economic and market metrics. This statement will be reviewed in five years, which means the base

Continued on Page 38▶

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who's who who's who who's who who's who who's who who's who



Katie Wisdom Weinstein

Caldera announces our new executive director, **Katie Wisdom Weinstein**, aka WIZ. Weinstein has been working with community programs, art organizations and youth summer camps for the last 30 years. She was honored to be on the first team to create Caldera in 1996 and returned in 2008 to manage the Caldera offices and Artists in Residence program. With Oregon College of Art and Craft, Weinstein developed the first Art Adventures youth programs and returned 14 years later to manage its Community Programs for youth and adults. Weinstein's career includes a full immersion with wonderful organizations such as Oregon Humanities, SUN Community Schools, Oregon College of Art and Craft, Camp Four Winds, The Catlin Gabel School, Oregon Zoo and The Dalles Arts Center.

Weinstein is driven as a true connector with people, developing creative resources and finding opportunities for growth and empowerment, and has an enormous amount of energy and compassion for helping local programs grow and thrive in Oregon. She is delighted to return to Caldera for a third time, now as executive director, and jump into the monumental work that Caldera contributes to youth and the arts community, uplifting youth voices and supporting artists in their creative endeavors. When Weinstein is not dreaming of the myriad of ways to support young artists, you can find her in her garden, riding her mountain bike through forests or taking things apart to see how they run.

Kelly McDougall Design Services announces that they are expanding their architectural design services into Central Oregon. They create construction-ready drawings for contractors, offer design packages that are a perfect for real estate professionals, AutoCAD and construction drawings, 3D computer models and renderings, interior design and planning residential and commercial remodels and additions, new construction, material selection and specification, furniture, fixture and equipment selection and contractor coordination. McDougall has 20 years of experience in construction and will bring her love of design and details to your next project.



Kelly McDougall



Kyle Watt

The Oregon Golf Association (OGA) named **Awbrey Glen Golf Club's Kyle Watt** as superintendent of the Year. This award recognizes a member of the Oregon Golf Course Superintendents Association (OGCSA) for outstanding contributions to the environment, the game of golf, the community or the OGA.

David Bergstrom, PT, DPT, has joined the staff of **Rebound Physical Therapy's** Bend West Clinic. Originally from Minnesota, Bergstrom received his bachelor's degree in Kinesiology from the University of North Dakota where he played four years of Division 1 tennis in the Big Sky Conference. Following his undergraduate work, Bergstrom earned his doctorate of physical therapy (DPT) from The College of St. Scholastica (Duluth, Minnesota). Bergstrom treats a wide range of orthopedic conditions with a special interest in sports medicine. He holds a certification in Blood Flow Restriction training with Owens Recovery Science and is certified in Spinal Manipulative Therapy (level 1) through the American Academy of Manipulative Therapy. In his free time, Bergstrom loves to hike, bike and trail run with his wife and dogs.

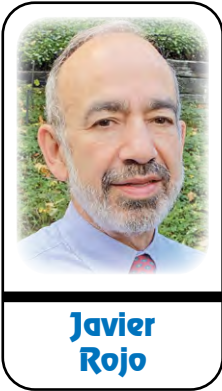


David Bergstrom

The Oregon High Desert Storm signed their first player, wide receiver (WR) **LJ Castile**, to the 2021 campaign. Castile has spent time in the NFL, CFL and the AFL. The 6'4, 225lbs WR started out as a quarterback until mid-way through his college career he made the transition to wide receiver. His size and speed have not only proved to ease the transition but propelled him to succeed in this position. He played football at the University of Houston from 2006-2010, with 60 receptions for 854 yards and 16 touchdowns, and played his final 2011 college football season at Delta State University, with 67 catches for 900 yards and 13 touchdowns. When he came out of college the NFL was experiencing their lock-out and his efforts to get into a combine or a try-out proved impossible. He was under management by a sports agent who since had changed careers. He never truly had a chance to showcase his talents in front of NFL scouts or coaches. He was instead pick-up by the AFL and began his AFL career in the summer of 2011 playing for the New Orleans VooDoo. Once that season was over he was briefly picked up by the Cleveland Browns where he played in all four pre-season games. After that, he bounced back and forth between the AFL and CFL from 2012-2015 playing in the AFL for the New Orleans VooDoo, the Utah Blaze and the LA Kiss, with a combined total of 235 receptions for 2,982 yards and 72 touchdowns. He also played in the CFL for the Saskatchewan Roughriders, Edmonton Eskimos and the Ottawa Redblacks. Professional and college football experience includes New York Streets-2019; Orlando Predators-2019; Bloomington Edge indoor football-2017; Ottawa Red Blacks Canadian Football League-September-November, 2014; New Orleans VooDoo Arena Football Team, Wide Receiver, New Orleans, Louisiana-2011, 2012,

2013, 2014 Season; Utah Blaze Arena Football Team-Wide Receiver, Salt Lake City, Utah-February-May, 2013; Saskatchewan Rough Riders, Wide Receiver, Regina, Saskatchewan (Canada)-September-November, 2011; Cleveland Browns Football Training Camp-Wide Receiver, Cleveland, Ohio-August-September, 2011; Delta State Football Team-Wide Receiver, Cleveland, Mississippi-September-December, 2010 and University of Houston Football Team, Quarterback/Wide Receiver, Houston, Texas-June 2006-December 2009.

Javier Rojo of the **Oregon State University College of Science** has received a national award for his contributions to the fields of statistics and mathematics and for his commitment to increasing the success of minority students in those disciplines. Rojo, whose official title is Korvis Professor of Statistics, received the 2020 Distinguished Scientist Award from the Society for Advancement of Chicanos/Hispanics and Native Americans in Science, in part for his Research for Undergraduates Summer Institute of Statistics@OSU. Each year the institute, known as RUSIS, recruits up to 15 underrepresented minority students who don't have easy access to a research experience at their institutions, including students from community colleges, tribal colleges, historically Black colleges and Hispanic-serving institutions. Rojo and colleagues mentor and train the students for careers in research in mathematics and statistics. Rojo, who played baseball for UTEP before an injury ended his hopes of a major league career, earned bachelor's and master's degrees from that school before gaining an additional master's from Stanford University and a Ph.D. in statistics from the University of California, Berkeley. Rojo created the RUSIS program while at Rice and since its inception it has welcomed 246 participants, 40 of whom have gone on to earn a Ph.D.



Javier Rojo

Valerie Nichols	Teresa Schweitzer	Dee Cort	Rachel Marshall

The Toastmasters of Redmond announces their 2020-2021 Executive Board. President: **Valerie Nichols** of Val Nichols Business Coaching; vice president of education: **Teresa Schweitzer** of T's Tonics; vice president of membership: **Dee Cort**, vice president of public relations: **Rachel Marshall**, independent Doterra distributor; secretary: **Alayna Weimer** of Ignite Positive Changes LLC and **Matthew Couch** of Mortgage Couch.

Alayna Weimer	Matthew Couch

The **Deschutes Cultural Coalition** (DCC) of the **Oregon Cultural Trust** awarded the **Deschutes Public Library** the 2020 Ben Westlund Memorial Award for its extraordinary level of delivery and access to library services and programs to the citizenry of Deschutes County. The award recognizes the library's response to the programmatic accessibility challenges presented by the COVID pandemic. The recognition includes a \$1,000 award to the Deschutes Public Library Foundation. A ceremony to celebrate the award recipient is postponed until February 2021. During the pandemic the library quickly pivoted from in-library programs to an online format. Within ten days of the library buildings closing because of COVID-19, library staff began creating programs online from story times for babies to cultural programs for adults to classes for all ages. The A Novel Idea... Read Together program was redesigned in two weeks' time and went completely digital for the month of April. More than 9,000 residents participated in the A Novel Idea making it the highest participant level in A Novel Idea's 18-year history. Between April 1 and July 31, 2020 the library created more than 300 online programs and made the programs available for free on the library's YouTube channel. The DCC initiated the annual Ben Westlund Memorial Awards in 2012 to honor an individual or organization who has worked tirelessly to forward the cause and development of arts and culture in central Oregon. As a member of the Oregon House of Representatives, Ben Westlund co-sponsored the bill that created the Oregon Cultural Trust. As a representative Westlund represented much of Central Oregon, driving every road and cow path to assess the needs of his district. He was by nature a great supporter of unsung heroes and believed in creating access to arts and culture to everyone in this state. As a resident of Tumalo he was a true advocate for the arts in Central Oregon. Ben was taken too early by cancer in 2010 at the age of 60 while serving as our Oregon State Treasurer. To date, the Deschutes Cultural Coalition has honored the following individuals, programs and institutions: in 2012: Brad Tisdell, Americana Project in Sisters; in 2013: Brad Porterfield, Latino Community Association; in 2014: Carol Leone, Museum at Warm Springs; in 2015: City of Redmond; in 2016: Bob Boyd, Curator, High Desert Museum; in 2017: Les Joslin, U.S. Forest Service; in 2018: Pam Beezely, Sunriver Music Festival; in 2019: Jean Wells Keenan, Sister Outdoor Quilt Show and in 2020: Deschutes Public Library.

Building a Better Central Oregon Announces 2020 Awardees

The Central Oregon Association of REALTORS (COAR) presented the 2020 Building a Better Central Oregon (BBCO) awards last week at The Haven in Bend. BBCO's main purpose is to recognize worthy residents who have enhanced their community with outstanding new or renovated residential, commercial or industrial buildings. Projects are judged on economic impact, neighborhood improvement, unique design or use of materials.

Outstanding Medical Facility Fulfilling a Community Need

La Pine Clinic-St. Charles Health System, Inc.
Due to the increasing need for primary-care services in underserved communities, St. Charles opened the La Pine center in May of 2018. The services available at the clinic are immediate care, imaging, laboratory and family care. The design of the building, along with a large area of natural landscape fits well into La Pines future development plan.

Best Renovation of an Iconic Hotel
SCP Hotel Redmond

The hotel is an integral part of the revitalization of downtown Redmond. A two-year, seven-million-dollar renovation modernized and upgraded the hotel into a welcoming hub to Central Oregon. The property features 49 rooms, co-working space, a rooftop bar and garden, fitness center and coffee shop.

Outstanding Contribution to Independent Senior Living
The Alexander, Bend

The Alexander offers a different take on senior living, focusing on living an active, dynamic lifestyle. Besides offering a beautiful environment, there is an emphasis on all kinds of wellness including environmental, spiritual, intellectual, social, emotional, occupational and physical.

Outstanding Reimagination of Outdated Office Space to Updated Co-Working Space

The Haven, Bend
Designed by women for everyone, The Haven is a space apart, designed with a residential feeling so that remote workers, consultants, nonprofit leaders and entrepreneurs can work in an environment as comfortable and inviting as it is beautiful. With multiple 360-degree river views, vaulted ceilings and room palates reflecting the four seasons, The Haven has become a space coveted by anyone who comes for a meeting or tries it out with a day pass.

Giant Impact Award
Pilot Butte Middle School Renovations, Bend

The multi-phase renovation of Pilot Butte Middle School is one of the projects included in a construction bond passed by voters in 2017. Throughout the first two phases, BLRB Architects collaborated with the school district to address safety concerns and a wide variety of improvements. With sustainability a high priority, materials were utilized that provide energy efficiency and long-term durability. Innovative and flexible design solutions were implemented that will allow faculty and staff to make the most of each space.

Outstanding Creativity In A Housing Development
The Hiatus, Bend

The Hiatus is a community of small homes in SE Bend. Living in a house that is less than 600 square feet won't necessarily appeal to everyone, but less can actually mean more. Living smaller allows one to focus on the quality and quantity of their experiences; having time to contribute to their community; and creating space to live a meaningful life.

Dynamite Contemporary Transformation of a Vintage RV Park
The Camp, Bend

The Camp sits where one of Bend's first RV parks opened in the 1950s. It is a new model and brand that created an opportunity and an inviting community with new attitude and better pads for RV campers to enjoy, or a tiny home to enjoy, or you can bring your RV and stay at The Camp. The Camp is about creating community, and has gas BBQs and a firepit for campers to enjoy.

Best Completion and Revival of a Commercial Warehouse
Mission Building and Renovation, Bend

Located in between a residential and industrial neighborhood, this renovation encourages growth for the adjacent businesses by updating a formerly rundown CMU (Concrete Masonry Unit) building. Positioned at a busy intersection, this remodel includes important neighborhood updates by improving the aesthetic, adding pedestrian access and enhancing the intersection.

Outstanding Repurposing of a Building in the Gateway to Central Oregon
The 6th Street Apartments/Ida's Cupcakes Tenant Improvement, Redmond

The new 6th Street Apartments and business complex converted this previously underused building into a modern family housing and business space. The former façade and the rear alley were dated and rundown. Enhancing the exterior not only modernizes the building, but also attracts new businesses and improves the activity in downtown Redmond.

Exceptional Training Center For Our Future Athletes
MBSEF-Bill Healy Training Center, Bend

MBSEF has been a local nonprofit in Bend since 1927. The MBSEF has never had a permanent home. In 2017, their capital campaign began with the intent of having a training facility that would accommodate the needs of the great athletes they serve annually. With the leadership of our executive director, John Schiemer, MBSEF Board of Directors and Blasie Cacciola Architecture firm, we are on our way to having our forever home.

Lifetime Achievement Award
Dana Bratton

Dana has worked with Central Oregon REALTORS for over 35 years and is a past president of COAR. He has a long career of working to better the real estate appraisal industry and provide education and support to the real estate community. He helped found the Bend Chamber's annual real estate forecast breakfast and is also a past chairperson of the Chamber board. Dana's long commitment to the industry, housing and his community made him a natural choice for this year's Lifetime Achievement Award.

Videos on each winner can be viewed on COAR's YouTube page.
COAR.com

Businesses Serving Community



(L-R) VOLUNTEER COORDINATOR JOANNE MINA, EXECUTIVE DIRECTOR BRAD PORTERFIELD AND BOARD MEMBER ZAVI BORJA OF THE LATINO COMMUNITY ASSOCIATION (LCA), AND JENNIFER KIHS, VP/RETAIL BANKING DIVISION MANAGER, CENTRAL OREGON, FOR WASHINGTON FEDERAL BANK (WAFD), DISPLAY A GIANT CHECK FOR \$25,000 THAT WAFD GAVE LCA FOR ITS RESPONSE TO THE PANDEMIC IN CENTRAL OREGON | PHOTO BY DAVE HUCKINS

LATINO COMMUNITY ASSOCIATION

Washington Federal (WaFd) Foundation has allocated \$25,000 to the Latino Community Association (LCA) to strengthen its outreach to Central Oregonians affected by COVID-19.
WaFd Bank describes itself as "a reliable next door neighbor," who has helped build healthy, thriving communities for over 100 years. This year, the foundation has pledged to distribute an additional \$1 million in grants to help those directly impacted by COVID.

The funds are designated for general operating support. This will help LCA continue distributing financial assistance to immigrant families who have lost jobs and income, an effort that began in April. It will support LCA's work to provide "wraparound" services, such as food delivery and paying expenses

like rent, for those individuals who lose income while they are in quarantine. These funds will sustain LCA's work to distribute food boxes and PPE to seniors and farm workers. It will make a real difference in people's lives.
In 2019, the WaFd Foundation contributed more than \$800,000 to 230 organizations throughout eight states, and made more than \$175 million dollars in community development loans and investments for affordable housing.

STEELE ASSOCIATES ARCHITECTS

STEELE Associates Architects donated \$1,000 to sponsor Sunriver Nature Center's new Eurasian Eagle Owl, Luna. "Our firm has a deep appreciation for the natural environment and for all the great education and work that the Sunriver Nature Center and Observatory does, so we're proud to sponsor Luna," said Scott Steele, founder of STEELE Associates Architects. "She's spectacular and her species is the largest in the world. STEELE has a two decade relationship with the Sunriver Nature Center and Observatory and their outstanding people, and we encourage everyone to visit them and to consider donating as well."



LUNA, SUNRIVER NATURE CENTER'S EURASIAN EAGLE OWL | PHOTO COURTESY OF STEELE ASSOCIATES ARCHITECTS

New Workstations Donated by St. Charles Health System

In January 2020 Volunteers and Medicine Clinic of the Cascades became an operational Epic Community Connect partner of St. Charles Health System (SCHS). Last Thursday the SCHS donated seven in-room workstations and, in collaboration with GreenLoop IT Solutions, successfully configured VIM workstations and patient space to an in-room computing model. These workstations will allow for more direct patient care by enabling nurses and providers to chart in the room, order prescriptions in real time and even show patients imaging results during their appointment. These new computers are going to make patient care so much more efficient and increase our capacity to see more patients in the clinic.

vim-cascades.org



ABOVE: GREENLOOP IT INSTALLING A WORKSTATION
LEFT: NEW WORKSTATION | PHOTOS COURTESY OF VOLUNTEERS IN MEDICINE CLINIC OF THE CASCADES

Water Crisis in Warm Springs Gains Support from Coalition of Conservation Groups

A coalition of eight conservation organizations have joined in solidarity with The Confederated Tribes of the Warm Springs Indian Reservation of Oregon, MRG Foundation and Warm Springs Action Team to mobilize immediate and long-term action to remediate the growing water emergency. The Chúush: Water for Warm Springs Campaign accepts contributions that will directly assist the Confederated Tribes of Warm Springs in restoring access to and infrastructure for clean water.

The communities of Warm Springs are now in the second year of a devastating water emergency due to a series of pressure breaks in key community water lines. Over 60 percent of Warm Springs residents do not have regular, consistent access to clean water for personal or domestic use. The crumbling water infrastructure is a public health crisis, exacerbated by climate change and the ongoing global health crisis — both disproportionately affecting Native communities. Conservation groups' efforts to leverage widespread community support for the Chúush Fund is an extension of the land and water stewardship that the Warm Springs Tribe has modeled since existence.

"In a first-of-its-kind partnership of its kind between a foundation and a Tribal Nation, MRG is honored to be the steward of the funds raised from generous folks across the country to help repair and restore the water infrastructure at the Confederated Tribes of Warm Springs Indian Reservation of Oregon," said MRG Foundation Executive Director Se-ah-dom Edmo, Shoshone-Bannock, Nez Perce and Yakama.

In July 2019, the Oregon legislature earmarked \$7.8 million in Oregon Lottery funds for water infrastructure repairs on the reservation. But due to a sharp decline in gambling revenues resulting from the COVID-19 pandemic, state officials reduced support. In July, 2020, Oregon's emergency board unanimously approved \$3.58 million from state reserves to start addressing the water crisis. The fund must be spent by the end of 2020, offering just a fraction of repairs needed, estimated near \$200 million.

"The water crisis prompts not only health concerns among Warm Springs community members, but creates a deep-seated anxiety about the viability of building a life on the reservation. Would you buy or construct a new home in a place where you had to boil your water before you drank it? Would you start a business

in a place without a safe, reliable water system?" asked Chris Watson, executive director for the Warm Springs Community Action Team — a nonprofit community development organization located on the Warm Springs Indian Reservation.

"Warm Springs community members have to think about these kinds of things when deciding on their futures. Until this problem is solved, they'll continue to live with these concerns, and to feel uncertain and anxious about the future of their community. And Oregonians must do all they can to help restore access and infrastructure for reliable, clean water," Watson added.

"For the past 25 years the Deschutes Land Trust has conserved and cared for land in Central Oregon, working closely with a core partner: the Confederated Tribes of Warm Springs. These tribal communities are the original stewards of these lands, having lived upon and managed these lands since time immemorial. Today, the Confederated Tribes of Warm Springs are in the midst of a major water crisis. While most of us in Central Oregon take our water supply for granted, the Warm Springs community currently cannot. That's why we have joined together with a some of the Northwest's leading conservation groups to partner with the Confederated Tribes of Warm Springs, Tribal community activists and leaders at the state and federal level to help return reliable and safe water access to the people of Warm Springs," said Brad Chalfant, founding director of Deschutes Land Trust.

Launched this October after a series of early fall partner conversations, the Chúush: Water for Warm Spring Campaign's goals are two-fold: strengthen available financial resources to meet immediate, emergency health needs and advocate for policy solutions needed to help the people of Warm Springs restore their access and infrastructure for clean water.

To date *The Chúush Fund* has raised roughly \$500,000 in response to ongoing community water needs. The fund was approved by the Confederated Tribes of Warm Springs Tribal Council by resolution and a Memorandum of Understanding was signed between the Tribe and MRG Foundation. The MRG Foundation transfers the total amount in the fund to the Tribe each month.

warmsprings-nsn.gov • deschuteslandtrust.org • mrgfoundation.org/the-chuush-fund-water-for-warm-springs

November is National Diabetes Awareness Month

Synergy Health & Wellness Raises Awareness & Helps Community with Navigating Diabetes Education & Holiday Meal Ideas

National Diabetes Awareness Month is a time when communities across the country come together to raise awareness about diabetes and support those living with it. The Synergy Health & Wellness nutrition and diabetes therapy team are dedicated to educating those affected (either personally, a friend or family member) locally with free virtual events throughout the month, including support resources for navigating diabetes, weekly recipes and a

membership drive for Central Oregon Type 2 Diabetes support community. An estimated 34.2 million (all ages) or 10.5 percent of the U.S. population have diabetes and 88 million adults (approximately one in three) have prediabetes, according to the 2020 National Diabetes Statistics Report by the CDC. Diabetes occurs at every age, in people of every race, gender and of every shape and size. While some people can balance their blood sugar levels with eating and movement, others may need medication or insulin

to help manage it. Diabetes distress can take a toll on those affected so having a strong support team is key to thriving with diabetes. Synergy will feature a Diabetes Month webpage where weekly education, recipes and virtual events will be shared at synergyhealthbend.com/diabetesmonth on the following dates:
**November 23:
It's a Blood-Sugar-Friendly Thanksgiving!**
Hosted by Kacey Conyers, diabetes educator from Team Synergy, will

discuss intuitive eating, mindfulness practices and balancing blood sugars and your plate while enjoying traditional Thanksgiving fare. Synergy's next Thriving with Diabetes four-week session begins January 16, 2021. Sessions will be held every Saturday 9-11am. Participants can choose to attend in person or virtually. Sign up at synergyhealthbend.com/diabetes-education-program.
synergyhealthbend.com
541-323-3488

Therapeutic Massage vs. Spa Massage

Know Which One is Right for You

by ABIGAIL MORSE — Elk Ridge Chiropractic & Wellness

You just got home from work and you're absolutely drained. You need some R&R and a massage seems like just the right kind of heaven you can totally get behind. You search the interwebs for a nearby spa, and as you go to call to set up an appointment, you realize that you're actually in pain — in your shoulder, your back, your neck, your head... you get the picture. Because lo and behold, that stress you were hauling around with you all day was actually a build-up of tension spawning not just from one day's worth of stress, but several days — a week, perhaps, or even a month. Like many of us, your first instinct would be to go to the spa for a massage, but what if what you really need is something more medicinal, something you might get at, say, a chiropractor's office or a physical therapy clinic? Because truth be told, you need something stronger than your average relaxation at the spa — maybe five or six hard core deep tissue massages, plus an army of elbows to work out those knots creeping up along the base of your neck. So what do you do?

Today, we're going to go over the primary differences between therapeutic massages and spa massages, and how, given the scenario, one might be the better fit for you. And we're not just talking about in-the-moment, but also moving forward in a life that, let's face it, isn't getting any less stressful anytime soon. So let's get started, shall we?

Spa Massage:

Let's begin with the area of massage we're probably the most familiar with. When we think of a spa massage, we imagine stepping into a world of Zen — listening to some tranquil tunes, getting into our comfy robe and walking past the wall of trickling water (you all know what we're talking about) to the dimly lit massage room where all our worldly troubles float away in cloud of body lotion and essential oils. Sound familiar?

Elk Ridge Chiropractic & Wellness' Lead Licensed Massage Therapist, Mona Rowden, would have to agree. "Spa massages are more of an overall relaxing experience," she explains. "It's nice, peaceful — a great way to relieve one's present stress, which is definitely essential, particularly given the nature of most everyone's busy schedules nowadays. But definitely put an emphasis on 'present stress.' Spa massages typically don't give long-term relief to any recurring issues a person may be having. But if stress and fatigue is all they're dealing with — meaning they're not in any pain — and if all they want to do is find a nice avenue in which to chill out a bit, a spa massage may be just the ticket."

With that in mind, what kind of massages would one typically receive when going to a spa to relieve their unwanted stress and receive some much-needed R&R? Rowden gives us a fairly good idea.

"Spas usually have many different types of massage, from Swedish to hot stone, to sea wraps, etc. — all of which are geared toward soothing the body and the mind." Because honestly, who ever walked away from the spa feeling anything less than a cherub floating in the clouds with an angelic harp underwing? No one, that's who.

Therapeutic Massage:

Just like the name suggests, a therapeutic massage is, well, therapy. Therapy for your body, that is. It's the type of treatment we imagine getting after an injury such as a car accident or a tumble down the stairs. But what about those long-term injuries? Those painful winged things that appear after weeks, months, even years, of sitting in the wrong position at your computer, sleeping in that funky, twisty style that used to be comfortable — that is, until you realized you can't lay straight anymore; or maybe working that job where you've had to lift *all* the things every single day? Little did you know it, but those are injuries too, just not immediate ones that give you instant pain. Rather, we like to think of them as the slow burn that leaves you feeling sore and achy and in a constant, mild (or maybe not so mild) discomfort which, if we're being honest, makes you feel like you're 1,000 years old. That's where the therapeutic massage comes in.

Rowden describes therapeutic massages as a type of treatment that "focuses on specific problem areas." She goes on to explain, "If a patient comes in with, say, a lower back pain, the focus is helping the muscles causing the pain to relax and revert back to a healthier state. This could take one session or many, depending on if it's a chronic problem or acute." In other words, think of receiving continued therapy as a way to treat an ongoing problem. Sometimes, it doesn't just take a one-and-done massage to make the problem go away. Often times, it takes several before the problem is resolved, and many if the problem is ongoing. For example, Rowden tell us, "If the patient has a job that continues to aggravate the problem, a regular massage and chiropractic care may need to be a part of their long-term health regimen in order to find continued relief."

So if a therapeutic massage is supposed to get to the root of the problem, does that mean it's going to hurt? Rowden has the answer for us.

"This type of massage can sometimes be uncomfortable," she reveals. "But this means the problem is being fixed. The body just isn't used to going back to normal, so that discomfort feels foreign. However, teaching the client to breathe along with the discomfort helps to release tense muscles, and will achieve greater results in the long run. That foreign idea or normalcy will start to feel more natural again."

We talked about some of the variant massages that one receives at a spa, but what about therapeutic massages? Are there different kinds of these that one can get as well? The answer is, yes! Rowden lets us know that, "Therapeutic massages use a plethora of modalities to help achieve relief, ranging from deep tissue, trigger point, myofascial release, pin and stretch, scraping and fire cupping (just to name a few)." We'll go into those modalities in more detail in the next edition of *Cascade Business News*, so stay tuned!

In the meantime, maybe you're thinking back on that painful shoulder of yours, that lower back pain or the giant kink in your neck, and wondering if visiting a massage therapist for a therapeutic massage might be the right way to go. Perhaps you're thinking about getting long-term results, not just the here-and-now relief of a soothing spa experience.

"At Elk Ridge Chiropractic, we have three massage therapists who range from the lighter touch to very deep tissue, so we can typically find a good fit for each client," Rowden goes on to say. "Communication is also very important before, during and after the massage, to ensure that we're providing just the right amount of pressure that will eventually alleviate the bodily tension. As everyone's body is different, they take pressure differently as well and respond to some modalities better than others. This constant line of communication helps us to pinpoint how much pressure to apply, which modality is the most effective and how beneficial the overall treatment is."

So now that we've identified that a therapeutic massage might be a good option, what are some things to know before and after visiting a massage therapist?



PHOTO | BY ANDREA PIACQUADIO FROM PEXELS

Rowden gives us the ultimate tip on what to do prior to your massage, and also what you might experience after: "Water," she informs us. "Both pre- and post-massage. It's so important, as it helps move toxins worked out of the muscles to your circulation system. Getting waste out of the problem areas increases the circulation, which helps the body heal quicker and more efficiently. It also reduces soreness later while also decreasing the likelihood of headaches and nausea post-massage." So chug all that H2O before and after your massage, okay folks?

Rowden also explains that certain exercises and stretches may be recommended as at-home treatment techniques that the patient may rely on in-between sessions. These kinds of activities have a wide range of benefits depending on the patient's target areas and overall treatment goals, so be sure to speak with your massage therapist on what you can be doing on your own to further your body's healing process.

Hopefully in this article, you've gained a better understanding of the differences between therapeutic and spa massages, as well as how you might benefit from each one. Perhaps you've come to the conclusion that a therapeutic massage is the right choice for you, in which case, you're probably wondering: What's next?

Elk Ridge's team of massage therapists is currently taking on new patients, Monday through Friday during normal business hours. Give us a call at 541-388-3588 or email us at elkridgechiropractic@gmail.com to set up an appointment.

thebendchiropractor.com



CITY CLUB
OF CENTRAL OREGON

Conversation
Creates
Community

JOIN THE
CONVERSATION

Discover City Club of Central Oregon

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



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C OCC Madras Campus

Continued from page 3

well as invest dollars in the technology infrastructure of the college's Madras campus. The funding from the Sisters-based organization will invest in two key areas. A \$10,000 award will cover the purchase of non-tuition program costs in certain disciplines, such as stethoscopes for students in the veterinary technician program, and toolsets for automotive technology trainees. Dollars will directly impact an estimated 114 students in career and technical and science disciplines. The second grant, at just over \$16,000, will

improve community connectivity and help remove educational barriers in Jefferson County. Funding will augment existing video-conferencing hardware, laptops and other tech at the college's Madras campus, a place that serves as an important learning hub for both enrolled students and general community members alike. "Our trustees are committed to collaborating with community partners and other organizations to help ensure long-term success and sustainability," said Erin Borla, executive director of The Roundhouse Foundation. "These two grants to Central Oregon Community College do just that by investing in a mix of student aid and infrastructure needs." Zak Boone, COCC's chief advancement officer and executive director of the college's Foundation,

points to the local partnership aspect as an added significance to the grants. "We are thrilled to be partnering with The Roundhouse Foundation," he said. "It demonstrates how involved our community is with supporting student success at COCC." A private foundation, The Roundhouse Foundation began as a collaboration between founder Kathy Deggendorfer and her mother, Gert Boyle, in 2002. It has since distributed over \$4 million to more than 100 different organizations, throughout Central Oregon and rural parts of the state. For more information, contact Zak Boone, COCC's chief advancement officer and executive director of the COCC Foundation, at zboone@cocc.edu or 541-383-7212. cocc.edu

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percent from the third quarter of 2019. **Crook County Q3 2020** Home sales volume in Crook County increased 64 percent relative to the previous quarter and 20 percent relative to this same time last year. In the third quarter of 2020, 172 homes sold in Crook County. However, unlike most of the other housing markets in this region, homes in Crook County sold more slowly than they did in the previous quarter. The median days on market (DOM) rose nearly 9 percent from the previous quarter and just over 18 percent from the third quarter of 2019. The median home sales price also rose in Crook County relative to the previous quarter and this same time last year, increasing by 16 percent and 32 percent, respectively. In this same period last year, the median home sales price was \$279,900 compared to the third quarter of 2020 median home sales price of \$370,500. **Jefferson County Q3 2020** Jefferson County's home sales volume

rose dramatically relative to the last quarter and this same quarter last year, increasing by 62 percent and 31 percent respectively. Homes also sold more quickly. The median days on market (DOM) fell 37 percent from the previous quarter and 13 percent from the third quarter of 2019. The median home sales price in Jefferson County rose only slightly over last quarter by 2 percent and the median sales price per square foot remained steady at \$174. However, compared to this same time last year the median sales price rose nearly 25 percent from \$212,750 to \$265,000. **La Pine/Three Rivers South Q3 2020** Rebounding from last quarter, La Pine/Three Rivers South's home sales volume rose substantially increasing by 113 percent, from 68 homes sold in the second quarter of 2020 to 145 homes sold in the third quarter of 2020. However, La Pine/Three Rivers South's home sales volume was still nearly 13 percent lower compared to this same time last year. Homes continued to sell more quickly than they did in the previous quarter with the median days on market (DOM) falling 30 percent while the median home sales price grew by 11 percent. Compared to this time

last year, homes also sold more quickly. The median days on market (DOM) fell 18 percent compared to the third quarter 2019 while the median home sales price increased by 27 percent. **Redmond/Terrebonne/Crooked River Ranch Q3 2020** The Redmond/Terrebonne/Crooked River Ranch housing market saw a 44 percent increase in home sales volume from the previous quarter, and its median days on market (DOM) decreased by about 9 percent. Compared to this same time last year, home sales volume grew more moderately, increasing by only 5 percent while the median days on market (DOM) remained flat. However, while the median sales price remained fairly stagnant when compared to the previous quarter, it grew by about 17 percent over the third quarter of 2019. **Sisters Q3 2020** The Sisters housing market picked up in the third quarter of 2020 with home sales volume increasing nearly 80 percent from the previous quarter while the median days on market (DOM) declined by 17 percent and the median sales price increased by 18 percent. However, compared to the same time last year sales volume

actually decreased by 3 percent even as the median days on market (DOM) decreased by almost 11 percent. The median sales price also increased by about 14 percent compared to this same time last year. The median sales price rose from \$437,250 in the previous quarter to \$514,950 in the third quarter with the median price per square foot also increasing from \$240 to \$272. **Sunriver Q3 2020** Sunriver, like many housing submarkets in the region, saw a substantial increase in its home sales volume from last quarter. Home sales volume increased about 112 percent relative to last quarter while the median days on market (DOM) decreased by 20 percent. Compared to this same time last year home sales volume increased by 36 percent however homes sold more slowly. The median days on market (DOM) increased by nearly 15 percent compared to the third quarter of 2019. Relative to last quarter, the median home sales price increased modestly by about 2 percent, however, relative to this same time last year, the median home sales price increased more significantly by nearly 15 percent. Coar.com • oregondatashare.com

R osell

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case for the next five years is that interest rates should be expected to remain very low and inflation will be allowed to rise. We know the Fed has been unsuccessfully trying to goose inflation up for several years but factors beyond their control have kept inflation declining. Adding in the Fed's plan to more-or-less ignore the possible inflationary impacts of extremely low unemployment indicates the Fed is more likely to let economic recoveries run, instead of using levels near maximum employment as an excuse to raise interest rates. As with most significant Fed Policy shifts, there will likely be unintended consequences as this revised policy plays out in coming years. **Can the V-shaped recovery continue into 2021?** There is little doubt that increased liquidity, brought on by the expanded money supply, has assisted in the V-shaped stock market recovery. Likewise, low taxes and low interest rates are often used as justifications for higher multiples. For this stock market rally to continue, the economy must grow steadily next year and drive earnings higher. I am concerned that the path to recovery for the economy is not as clear as the immediate feedback we are getting from stocks. The economic recovery is filling in the outline of

a "V", but significant questions remain. If history repeats, we should see some of the initial snapback economic numbers moderate in their intensity. An important headwind for rapid economic recovery is that investors and the public are coming to terms with the likelihood that additional stimulus money may not be forthcoming. The political parties are far apart in their plans for providing more funds as Washington is paralyzed by political partisanship. Nearly 26 million workers were still receiving some form of unemployment insurance through early September, telling us that a great many households cannot feel economically secure. It is essential that the general momentum of the economic recovery continues, or stock prices likely will be affected. Many people feel uneasy with so much uncertainty—much of which is completely out of our control. I believe we create the destiny for both our lives and our business. I suggest we do our best to focus on the opportunities, block out the fear and make things happen. Lead with optimism. Mark Twain stated, "My life has been full of many terrible misfortunes — most of which has never happened." 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 —*

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Watch for Upcoming Editions of CASCADE BUSINESS NEWS

2020 EDITORIAL CALENDAR

ISSUE DATE	SPECIAL SECTIONS	INDUSTRY LISTS
November 18 Deadline Nov 11	Made in Central Oregon	Products Made in Central Oregon
December 2 Deadline Nov 25	Aviation	Law Firms, Security Companies
December 16 Deadline Dec 9	Top Commercial Projects/Construction Review	Commercial Contractors

Central Oregon Business Calendar

Now Through November 12

City of Bend Southeast Area Plan Online Open House. <https://www.bendoregon.gov/government/departments/growth-management/land-use-planning/southeast-area-plan>. Direct question and comments to dsyrnyk@bendoregon.gov.

November 4

5-6pm COCC Nursing Program Virtual Informational Overview Session. Email selectiveadmissions@cocc.edu with name, phone number and the session wanted.

November 5

11am-1pm Central Oregon Federated Republican Women Luncheon at Bend Golf & Country Club. \$25, RSVP by October 29 to jannhopkins@gmail.com or call 541-408-3684.

November 5

2-4pm City of Bend Airport Master Plan PAC WebEx Meeting #3. Details and RSVP at gkadow@bendoregon.gov.

November 6

9-10am COCC Nursing Program Virtual Informational Overview Session. Email selectiveadmissions@cocc.edu with your full name, phone number and the session wanted.

November 9

6-7:30pm OSU-Cascades Virtual Science Pub, Fires in the West. Information and registration at <https://beav.es/oRJ>.

November 16

9am City of Bend Virtual Public Hearing for PZ-20-0569, a Type III Tentative Plan Review application for a six-phase, 141-lot residential subdivision on 20.4 acres zoned Residential Standard Density (RS). bendoregon.gov.

November 17

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

November 18

9-11:45am Bend Chamber 2020 Impact Conference, Economic Impact Session. Attend virtually or in-person, <https://bendchamber.org/bend-event/2020-impact-conference/>.

November 18

5-6pm COCC Nursing Program Virtual Informational Overview Session. Email selectiveadmissions@cocc.edu with your full name, phone number and the session wanted.

November 19

8:30-11:45am Bend Chamber 2020 Impact Conference, Real Estate Impact Session. Attend virtually or in-person, <https://bendchamber.org/bend-event/2020-impact-conference/>.

November 19

5pm EDCO PubTalk. Information at edcoinfo.com/edcoevents.

Building Permits

COMMERCIAL PERMITS WEEK ENDING 10-16-2020

City of Bend

\$299,280.00 - Commercial at 61225 SE 15th St. Bend 97702 OR Owner: J L Ward Co. 20505 Murphy Rd. Bend, OR 97702
Builder: Taylor Northwest, LLC 541-382-7887 Permit # 20-1659

Deschutes County

\$75,000.00 - Commercial Alteration at 63132 Powell Butte Hwy. Bend 97701 OR Owner: City of Bend PO Box 1458 Bend, OR 97709
Builder: Crown Castle USA, Inc. 480-734-2428 Permit # 247-20-006570-STR

\$25,000.00 - Commercial Alteration at 19300 Tumalo Reservoir Rd. Bend 97703 OR Owner: Tumalo Irrigation District 64697 Cook Ave. Bend, OR 97703
Builder: Crown Castle USA, Inc. 480-734-2428 Permit # 247-20-005474-STR

\$22,518.00 - Commercial Alteration (Highlakes Towing & Recovery Off Road) at 15770 Burgess Rd. La Pine 97739 OR
Owner: Joann K Regnier Rev Trust, Et Al 64682 Cook Ave #3 Bend, OR 97703 Builder: Jeremy Dahl Construction, LLC 541-419-6882 Permit # 247-20-004412-STR

\$11,250.00 - Commercial Alteration (Circle of Friends) at 164 N Elm St. Sisters 97759 OR Owner: Circle of Friends PO Box 1718 Sisters, OR 97759
Builder: CMS Construction Management Services, Inc. 541-549-2077 Permit # 247-20-005520-STR

City of Redmond

\$72,000.00 - Commercial Detached Accessory Structure (Cypress at Triple Ridge) 1,620 sf. at 3600 SW Deerhound Ln. Redmond 97756 OR
Owner: Cypress 144 Holdings 210 SW Wilson Ave. Ste 100 Bend, OR 97702 Builder: Pahlisch Commercial, Inc. 541-385-6762 Permit # 711-20-001357-STR

\$72,000.00 - Commercial Detached Accessory Structure (Cypress at Triple Ridge) 1,620 sf. at 3600 SW Deerhound Ln. Redmond 97756 OR
Owner: Cypress 144 Holdings 210 SW Wilson Ave. Ste 100 Bend, OR 97702 Builder: Pahlisch Commercial, Inc. 541-385-6762 Permit # 711-20-001357-STR-01

\$72,000.00 - Commercial Detached Accessory Structure (Cypress at Triple Ridge) 1,620 sf. at 3600 SW Deerhound Ln. Redmond 97756 OR
Owner: Cypress 144 Holdings 210 SW Wilson Ave. Ste 100 Bend, OR 97702 Builder: Pahlisch Commercial, Inc. 541-385-6762 Permit # 711-20-001357-STR-02

\$72,000.00 - Commercial Detached Accessory Structure (Cypress at Triple Ridge) 1,620 sf. at 3600 SW Deerhound Ln. Redmond 97756 OR
Owner: Cypress 144 Holdings 210 SW Wilson Ave. Ste 100 Bend, OR 97702 Builder: Pahlisch Commercial, Inc. 541-385-6762 Permit # 711-20-001357-STR-03

COMMERCIAL PERMITS WEEK ENDING 10-23-2020

City of Bend

\$250,000.00 - Commercial (Outpost Makers Building) 1,979 sf. at 663 NE Ross Rd. Bend 97701 OR Owner: Outpost 44 Holdings, LLC 210 SW Wilson Ave. #100 Bend, OR 97702
Builder: Pahlisch Commercial, Inc. 541-385-6762 Permit # 19-4145

\$17,852.00 - Commercial Alteration (State Farm Insurance) 5,557 sf. at 1052 NW Newport Ave. Ste 101 Bend 97703 OR
Owner: Acadia Newport Partners, LLC 5 NW Minnesota Ave. #210 Bend, OR 97701 Builder: Martin Randall Huber 541-948-3024 Permit # 20-4360

Deschutes County

\$110,808.00 - Commercial (Newberry Storage) 1,800 sf. at 16684 Assembly Wy. Bldg 9 La Pine 97739 OR Owner: Newberry Storage, LLC 1704 Cliff Dr. Bend, OR 97701
Builder: Doran John & Zachariah John Foote 541-771-9847 Permit # 247-20-006315-STR

\$110,000.00 - Commercial Alteration (Sunriver Brewing) 195 sf. at 57100 Beaver Dr. Sunriver 97707 OR
Owner: Rediscover Sunriver Village, LLC 3950 Fairview Industrial Dr. SE #240 Salem, OR 97302 Builder: R & H Construction Co. 503-228-7177 Permit # 247-20-004797-STR

\$98,496.00 - Commercial (Newberry Storage) 1,600 sf. at 16684 Assembly Wy. Bldg 8 La Pine 97739 OR Owner: Newberry Storage, LLC 1704 Cliff Dr. Bend, OR 97701
Builder: Doran John & Zachariah John Foote 541-771-9847 Permit # 247-20-006314-STR

\$73,872.00 - Commercial 1,200 sf. at 16680 Box Wy. Bldg 1 La Pine 97739 OR
Owner: Steven Senger 1334 NW Union St. Bend, OR 97703 458-256-9598 Permit # 247-20-006405-STR

\$73,872.00 - Commercial 1,200 sf. at 16680 Box Wy. Bldg 2 La Pine 97739 OR
Owner: Steven Senger 1334 NW Union St. Bend, OR 97703 458-256-9598 Permit # 247-20-006405-STR-01

\$73,872.00 - Commercial 1,200 sf. at 16680 Box Wy. Bldg 3 La Pine 97739 OR
Owner: Steven Senger 1334 NW Union St. Bend, OR 97703 458-256-9598 Permit # 247-20-006405-STR-02

\$12,000.00 - Commercial Alteration (Cell Tower) at 15123 Windigo Trl. Sisters 97759 OR Owner: New Cingular Wireless PCS, LLC 754 Peachtree St. NE #16th Floor Atlanta, GA 30308
Builder: Crown Castle USA, Inc. 480-734-2428 Permit # 247-20-006000-STR

City of Redmond

\$1,750,000.00 - Commercial (Juniper Living) 12,990 sf. at 701 NW Spruce Ave. Redmond 97756 OR Owner: Juniper Canyon Investment, LLC PO Box 1410 Bend, OR 97709
Builder: Havniear Construction Co. LLC 541-038-94141 Permit # 711-20-001544-STR

\$773,200.00 - Multi-FD 6,964 sf. at 2141 SW 19th St. Redmond 97756 OR Owner: Jeff W DVM & Ann E Roberg 8187 NW 93rd St. Terrebonne, OR 97760
Builder: DSF Properties, LLC 541-306-1346 Permit # 711-20-001338-STR

\$500,000.00 - Commercial Alteration (Grocery Outlet) 19,953 sf. at 1619 SW Odem Medo Rd. Redmond 97756 OR Owner: Albany-Pacific, LLC Et Al PO Box 990 Minneapolis, MN 55440
Builder: Dickerhoof Construction, LLC 541-231-5977 Permit # 711-20-001356-STR-01

Lake County

\$400,000.00 - Commercial (Red Rock Biofuels) at 18281 Kadrmas Rd. Lakeview 97630 OR Owner: Red Rock BioFuels, LLC 4745 Boardwalk Dr. Ste D 101 Fort Collins, CO 80525
Builder: HEMR Industrial Contractors, LLC 541-396-4674 Permit # 497-20-000428-STR



GOT TOP PROJECTS?

Along with providing a comprehensive list of
Central Oregon Commercial Contractors,
Cascade Business News will feature
TOP PROJECTS COMPLETED in 2020
in our December 16 issue!

Contact Jeff Martin at 541-388-5665 or jeff@cascadebusnews.com

DEADLINE TO SUBMIT TOP PROJECTS IS NOV. 25

