

Due to the COVID-19 crisis, many events of our Chamber members as well as the Chamber have been postponed to future dates. Please check the Chamber Website for details and frequent updates: www.jeffcountychamber.org/events



JULY 2020

Business Insider

Serving the Businesses and Citizens of Jefferson County

Assured Hospice

Personal loss introduced Charla Wright to Assured Hospice. After being inspired by the team of nurses and the organization, she shifted from being a Social Services Director in Sequim to joining the Assured Hospice Team. Charla, now the Assured Hospice Senior Account Executive, commends her team of eight nurses for their skills, ability to provide a wide range of care, and passion for serving others. Assured Hospice of Jefferson and Clallam counties has what it takes to meet the needs of families during times of life transitions.

The Assured Hospice care team includes resident nurses, certified nurse assistants, a clinical social worker, chaplain, bereavement coordinator, volunteers and volunteer coordinator. Medicare A directly benefits the patient and family and with the Assured Hospice team, makes possible a variety of comfort therapies (massage, Reiki, aromatherapy, music, animal-assisted therapy) and education. "All of these services and therapies are available each visit to the patient and family," shared Charla. Moreover, the Assured Hospice team travels anywhere from the Hood Canal Bridge to the Forks area at any hour. Once a patient is admitted, a lead nurse is assigned and the team of nurses work in rotation as needed.

Talented nurses like Cynthia, who generously made a beautiful quilt for the office, are part of this team. The quilt

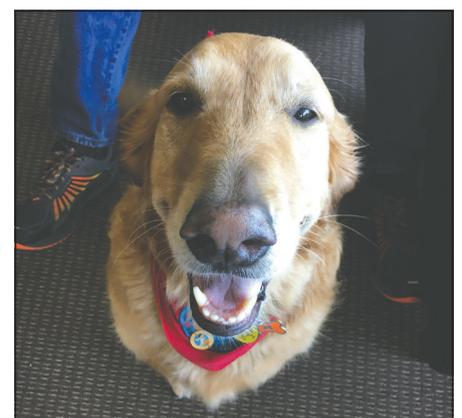


honors their long-time therapy dog Molly; Molly was a "true angel" much like her owner Dave Christensen. The two visited patients at their homes, in skilled nursing, adult family homes and senior living. The Assured Hospice team is professional and compassionate and at times, shares some of the loss families feel. Charla says, "There is a special relationship that develops with families and the end-of-life care team." The work this team does is all about helping others and partnering with other care giving agencies to provide specialty care be it in nursing homes, family homes, or anywhere patients need added attention and care.

Another example of the Assured Hospice team's dedication to patients is the Veteran to Veteran program; Assured Hospice is a 4-Star agency with the We Honor Veteran's program. This special privilege means that veteran volunteers meet with veterans in hospice to conduct a pinning ceremony. "It is a very moving experience for Veterans and staff" Charla explained. Their designated social worker is adept at navigating the Veteran Administration

system so a patient can maximize his or her deserved benefits, and there are many!

Even before Covid 19 was a threat, Assured Hospice had specific infection control protocols in place that align with the health protocols the current crisis calls for. The team added the use of masks and daily screening. Assured Hospice of Clallam and Jefferson Counties holds a Medicare 5-Star rating, the top of the rating scale. When it comes to your end of life care, they recommend asking questions and learning as much as possible to ensure you are getting the best care possible no matter who cares for you during your end of life journey. "When it comes to Hospice, the choice is yours..." If you have any questions about your decision, hospice coverage, or need help navigating your community resources, please reach out to Charla and the Assured Hospice team.



Assured Hospice

1102 E 1st St, Port Angeles, WA 98362 • 360-582-3796

<https://lhcgroupp.com/locations/assured-hospice-of-port-angeles/>
E-mail: charla.wright@lhcgroupp.com



Supplement to the
June 26, 2020

Port Townsend & Jefferson County Leader
226 Adams Street, Port Townsend WA 98368 ptleader.com

DIRECTOR'S REPORT

July Director's Report

Thank you to all of you for your support of the governmental mandates that have enabled us to escape so far, some of the most difficult aspects of COVID-19, and for working so diligently toward a successful restart for our businesses and our community.



Arlene Alen

Toward that end, the Chamber is excited that the initiative born out of Chamber Cafes has gone live and grown substantially with over 40 businesses getting on board early in the first week. JEFFcoCARES is a Business Community Pledge to help Jefferson County stay safe and healthy. This commitment is for business owners, employees, and visitors alike to keep the focus on community wellness as we all work together to celebrate the strength and resiliency of our economy.

JEFFcoCARES is a cohesive campaign to encourage participation from every business sector throughout the County and will set us apart from other cities and towns by demonstrating the strength of our dedication to our community. This program came to fruition after discussions in several Chamber Café Zoom meetings, market segment meetings relative to Jefferson County retail and accommodations, a Jefferson County Revitalization Task Force meeting, and a Chamber Marketing Committee meeting. The concept gained immediate acceptance and engagement and has moved forward rapidly. We have heard a broad business appeal to create and enforce policies and procedures that will enable

employees to return to work safely and comfortably. We cannot control our visitor stream, but we can to some extent influence visitor expectations and behaviors. For instance, there is a strong interest in consistently applying state and local guidance within sectors, such as requiring masks in all public-facing businesses. While the Chamber originated this JEFFcoCARES concept, we have engaged community stakeholders as well as our partners at Jefferson County Public Health, Jefferson County Emergency Management, County & City of Port Townsend Governments and our community partners Main Street and EDC Team Jefferson to work with us to create this pledge and mobilize our community. Jefferson County Public Health is joining us in a series of sector-based workshops designed to assist in reopening in Phase 2 and easing the path through Phase 3. Additionally, a small cadre of skilled volunteers, trained by Public Health, will be following up at businesses who have taken the "pledge" and providing them with "Verification" to post prominently as further assurance to residents, staff and visitors that they are in compliance with state and local guidelines or, are exceeding those recommendations in providing for a safe and healthy business environment.

On an even deeper level, this project reflects our community. We are different in so many ways, yet profoundly united by what is the same - our shared humanity and belief about what really matters, our love of Jefferson County, and our desire to help others rise.

We ask you to join us in protecting the people and community, we so highly value. Share our vision! Join the Pledge! www.jeffcocares.com.

CORRECTION

Apologies, we got the contact info for L&J Enterprises & Excavating wrong. Here is the correct contact info:



Lue Bland – Owner

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The content of this publication is prepared by the Jefferson County Chamber of Commerce. We welcome submissions from Chamber members. Send articles and photos to director@jeffcountychamber.org.

MEMBER SPOTLIGHT



"In the olden days, my dad would meet with a customer at a local café and take notes on a napkin," reminisced Homer Smith III. A simple hand-written note of intent "was as good as a binding." Bindings are the temporary terms agreed to before a policy is finalized. "Oral bindings used to be really important because they signified what you stood for," as an honest and honorable company continued Homer. Still today, "we must go beyond what is generally expected to benefit our customers."

Back in the day, the relationship between the customer and the insurance agent had to have absolute

trust as the reputation of the company depended on the agent keeping his word and getting the maximum benefit for the customer. Today, 70 years after his father started Homer Smith Insurance in Quilcene in May of 1950, Homer III still misses the individual customizing and human negotiating with underwriters that have been replaced with computers, online applications, and virtual assistants. He still works hard to maintain that trust but admits things have changed a lot. Homer Smith Jr, Homer III's father, used to commute weekly to Seattle to communicate with the carriers in person. When Homer III started, he travelled to Seattle monthly for the same purpose. Now it is all online unless there is an exception. "It is my job to make things right when there is a problem," Homer said. "Our good reputation carries weight to the benefit of our customers and we have good relationships with more than 12 carriers."

"We are fortunate to be a true 70 year-old business. Others sold and became very different businesses. My father sent me to learn from another insurance company since he didn't think I was listening to him," Homer jokes, "But I have been back since 1982 and now my son Ryan has been working with us for 14 years since graduating from Port Townsend High School. My hope is that one of my grandchildren will carry on after him because this is our community."

The office moved from Quilcene to Port Townsend in 1962, where

Homer Jr. operated his office at 901 Water Street, where The Northwest Man is located currently. In 1978, Homer Jr. had the Smith Building built where it has stood for the last 42 years, at 804 Water Street. Homer Smith Insurance has two offices, one in Port Townsend and one at 419 W Washington St. in Sequim; they currently employ six agents and five support staff. Homer III pays his staff salaries because he believes the commission system often used, detracts from quality of service. "It's not just about making more money," says Homer III.

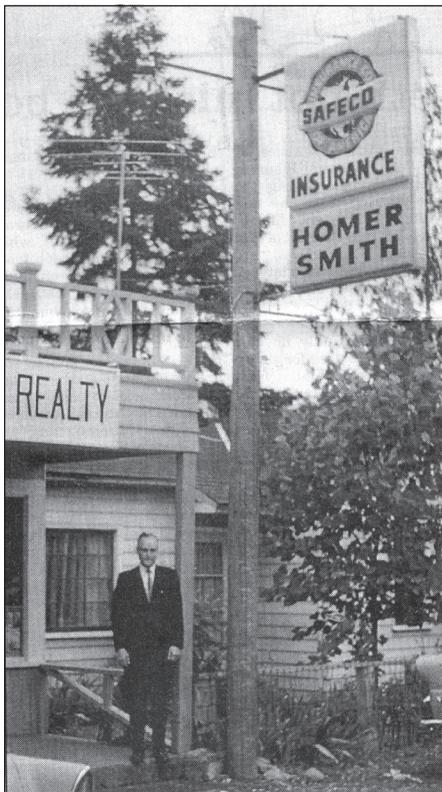
Times have surely changed! Since the office opened in 1950, normal business operations have gone from using original paper and carbon copies, file cabinets, snail mail and telephones – to the more 'modern' inventions of electric typewriters, copiers and faxes - to the present day computers, internet and emails – making paper documents nearly obsolete. While the 70th anniversary party was cancelled this year, Homer III looks forward to the big 75th celebration.

Something that has not changed through the years is the company's commitment to service and community. Homer and his staff care about the communities they live and work in, and HSI supports many non-profits and charities in both Jefferson and Clallam counties. Homer's father has often worked behind the scene, especially for Centrum, and played a significant role in procuring a large donation for the renovation of the

McCurdy Pavillion at Fort Worden. The company continues that example of generosity with non-profits like Sound Experience, Centrum, Rotary and Dove House, as well as many others in Sequim.

While Insurance has been considered an essential business throughout the Pandemic lock down, Homer Smith closed their doors to the public but still schedules appointments for the safety of staff. "We were fortunate to have just changed the phone system before the lock down," shared Homer III, grateful that they can work remotely to serve customers. When the doors do open, there will be plexi-screens and all precautions taken to keep staff and customers safe. When asked about the tradition of the handshake, Homer III reflected that the handshake has been a long-standing habit that he, friends, and associates have long relied on as a greeting or farewell. "Not anymore," he said, "It's a big change and while we heard about elbow-bumping, we just acknowledge that things are different. When you can't shake hands, you really notice that these relationships are more important than the handshake and you focus

Continued on pg. 4



Jumping Mouse Children's Center

Article by Jenny Manza,
Executive Director of
Jumping Mouse

Twenty-one years ago, therapist Dott Kelly founded Jumping Mouse Children's Center to fill a gap in children's mental health services in our community. She and fellow therapist Catharine Robinson began providing expressive play therapy to five kids per week out of a small office in Dott's house. Since then, Jumping Mouse has grown significantly, moving into its own building on Sheridan Street in 2005 and then expanding again in 2015. Jumping Mouse now sees up to 90 kids weekly, and it remains unique in its commitment to seeing children for as long as necessary, without any financial barriers to care. Thanks to community and foundation support, Jumping Mouse has now helped more than 850 children in East Jefferson County.

Jumping Mouse's mission is to transform children's lives by providing mental health care for as long as necessary and to nurture each child's healthy development and supportive relationships at home and in the community. Its name is derived from a Lakota myth about a small mouse who undertakes a difficult journey. Along the way, he accepts the protection of larger animals, offering his help in return when they tire. Through his courage, compassion, and trust in himself and others, Jumping Mouse is able to reach his destination, where he transforms into Eagle and soars.

Like the hero of the myth, each child at Jumping Mouse Children's Center embarks on a brave journey that empowers them to engage with others and the world. Children ages two to twelve come to Jumping Mouse for a variety of reasons, most often when they have experienced emotional stress or trauma that has deeply affected them and their families. Some are grieving the loss of someone close to them; others have experienced domestic violence, abuse, or neglect. Sometimes they are coping with changes in family structure or with a serious illness or medical problem.

If these or other stressors affect a child's ability to communicate, to attend school, or to relate to others, Jumping Mouse can help. In weekly individual sessions with a trusted therapist, children use art, dolls, toys, and movement to explore their experiences, process difficult emotions, and build resilience and coping skills for healthier futures.

Meanwhile, therapists also work closely with parents and caregivers. As a child finds their own unique voice in therapy, the adult in their life gains understanding and attunement to the child's needs. A new kind of relationship begins, in which caregivers become the secure base for their child to explore the world. As one parent said, "This program helped me understand my child more, so now I can approach [him] in other, more respectful ways."

Most recently, Jumping Mouse opened its first off-site therapy room, providing therapy at Brinnon School and making its services accessible to children in this community. It also has expanded its work with teachers and school staff, providing training and support to Brinnon School staff to help meet children's emotional needs in the classroom. This coming school year, Jumping Mouse will be expanding its work in the schools to support teachers and school staff in the Chimacum School District.

When the COVID-19 pandemic arrived, Jumping Mouse adapted quickly, without any gap in services. It closed the facility temporarily and moved immediately to providing therapy via telehealth between children and caregivers. Jumping Mouse has also facilitated a community roundtable to address resource gaps in East Jefferson County and to ensure that vulnerable children and families are able to access the resources they need during this stressful time.

"Though there is uncertainty right now and for the near future," says Jumping Mouse Executive Director Jenny Manza, "our purpose at Jumping Mouse feels very clear: to continue to be the safe and stable presence for our kids, families, and our community."

Jumping Mouse Children's Center

1809 Sheridan St. Port Townsend, WA 98368
(360) 379-5109 • www.jumpingmouse.org



jumping mouse
CHILDREN'S CENTER

Continued from pg. 1



on that... on the relationship." He adds, "This is a small community. When the community is strong, we are strong."

An important family tradition at Homer Smith Insurance lives on. When Homer Jr was close to retirement he moved to the back office and had Homer III move to his front corner office to begin his role as the leader of Homer Smith Insurance. Last month Ryan Smith took his place in the front corner office to begin his role as leader of Homer Smith Insurance. Homer said, "I have taken the back office as my father did before me."



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MEMBER NEWS

Ferino's Pizzeria

Adam Burns, sole owner of Ferino's Pizzeria since January of 2014, came into ownership in a unique way. "I feel like the luckiest kid in Hadlock, I worked for a good guy who saw something in me, and after a couple years, made me a big promise at around 25: if you stay with me for 10 years I'll sell you the business. This was not a promise that was made lightly."

Having moved to Port Hadlock when he was 13, Adam grew up visiting Ferino's, now located close to Hadlock True Value on Ness' Corner Road in Port Hadlock. "Historically (it) was a core spot," said Adam. Everyone had to go there on Friday night and just about every kid in area has worked for Ferino's at some point." Starting in 1996, Adam worked for Scott Browning, the restaurant's previous owner, until 2014 when Scott kept his end of the bargain and sold him Ferino's Pizzeria. "I bought the business when I didn't know business at all," shared Adam. "Nothing was handed to me and I had to work hard but I knew a great opportunity when it was offered."

Adam feels the fast-paced energy of the restaurant business suits him; he loves working with people, making decisions on the fly, and is proud of Ferino's mission. Adam credits Scott with the original mission statement for Ferino's: *We create happiness*. "It's what we try to do above all," said Adam. "It's cheesy but we try to make each person's day better!"

Helping make that mission a reality are Ferino's fabulous team members. "The team stands out; anyone can learn to do anything, but not everyone can learn personality," said Adam. "My staff is a quirky family- each person's personality brings something to the restaurant. Mary has been with the staff since '93, and a lot of the core staff has been with the team 10+



years. I want to keep every one of them around."

As with many other businesses in the community, Ferino's Pizzeria faced its own set of challenges caused by the COVID pandemic. "The first week was terrifying," said Adam. "We had no idea what would happen, our state was shutting down."

Despite the uncertainty of the situation, Ferino's was known as a 'natural to-go food', which helped keep the business running. "Most of our business comes within a five-mile radius" said Adam. "We have a very loyal customer base which I am thankful for. When the shut-down occurred, we luckily had a strong takeout/pickup system already in place. No one has had to go on unemployment or be let go. I use the word lucky a lot."

Moving forward, Ferino's will still be focused on the safety of its staff and customers. "We made some changes, we have spaced out squares and signage up, but our staff has always been careful to maintain all necessary health procedures. The majority of customers are supportive with these procedures. When we go



to Phase 2, we won't necessarily be opening the dining room, it's not worth compromising staff and customers' safety," said Adam. "I'd like to protect everyone I can and make people feel safe and welcome."

Ferino's Pizzeria is open 7 days a week: Mon-Sat 11:30-8 p.m and Sundays 3-8 p.m, curbside and takeout upon request.

Ferino's Pizzeria

846 Ness' Corner Road Port Hadlock, WA 98339

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www.Ferinos.com

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MEMBER UPDATE

Helping the Helpers with Jefferson Healthcare Foundation

Article by Kris Becker,
Executive Director of Jefferson Healthcare
Foundation

Founded in 2013, Jefferson Healthcare Foundation exists to bring the community together in celebration and support of our vibrant, independent, locally-focused hospital and clinics.

During our “normal” existence to date, community support for Jefferson Healthcare has focused on providing key medical equipment for our hospital and clinics. For example, donations to Jefferson Healthcare Foundation purchased the 3-D mammography machine for women’s health, new infant warmer for our Family Birth Center, wireless heart monitoring technology for cardiac rehabilitation, and updated infrastructure for our ICU.

In response to the COVID-19 crisis, this focus is now on our people. We are so grateful to our community for asking how to support Jefferson Healthcare, particularly our healthcare providers, technicians, and support teams bravely facing the pandemic on the frontline.

Through our Healthcare Workers Assistance Fund, this community has surrounded our helpers with care. Gifts to the fund address the needs of Jefferson Healthcare employees affected by COVID-19 – and support their children, families, and loved ones – while they go above-and-beyond to care for us all.

During the past difficult months, donors to the Healthcare Worker Assistance Fund provided hundreds of nutritious meals and rejuvenating coffee breaks, tools and information for stress relief and mental health, and financial assistance for employees facing hardships or increased costs of living due to the pandemic.

Our healthcare workers have adapted, prepared, and innovated continuously to keep our community safe, while increasing our hospital’s capacity and ensuring all necessary help for our neighbors who rely on Home Health. From rapidly expanding telemedicine services to new protocols for testing and preventing infection, their effort has been non-stop, round-the-clock, and truly heroic.

We believe that every Jefferson County resident deserves access to the best medical tools and technology – right here at home. And we know it’s our people who make the tools and technologies matter. Easing the personal costs of their tremendous service is the most precious thanks we can give.

For more information, visit jeffersonhealthcarefoundation.org or email Executive Director Kris Becker at kbecker@jeffersonhealthcare.org.

All donations from our community honor our healthcare heroes, sustain our COVID response, and increase our eligibility for FEMA assistance.

Jefferson Healthcare Foundation is a 501(c)3 nonprofit organization whose mission is to enhance the excellence of our region’s medical services through charitable contributions and community involvement.

Jefferson
Healthcare
FOUNDATION

834 Sheridan Street,
Port Townsend, WA. 98368

360.385.2200 x2345

jeffersonhealthcarefoundation.org

NEW MEMBER

Pacific Northwest Resourcing

Established in July 2019 and based in Port Angeles, Pacific Northwest Resourcing is a staffing and recruiting agency with a very important mission: connecting businesses and workers.



“I started Pacific Northwest Resourcing because I saw a great need in the community for the job seekers as well as business owners to have a solid experience where their needs and concerns were truly heard and taken care of professionally and urgently,” said Paula Nelson, founder, Pacific Northwest Resourcing. “I wanted to become a liaison for both. Our agency has helped the community greatly with various needs. We are genuine trail blazers in the staffing and recruiting industry. We care and we prove that through our actions.”

For both the business and job seeker, the employment process can be particularly stressful. PNR is dedicated to making the connection as seamless as possible and has even gone as far as creating a clothing program for applicants.

“We started a clothing and toiletries program called Attire,” said Paula. “This program is open to anyone who is actively looking for work and needs professional clothing and hygiene products. You do not need to be signed up with our agency to qualify. We noticed we had amazing jobs to offer but some clients had not been in the work force for a time or didn’t have the funds after paying bills to buy a pair of required work boots to fulfill the job. It just made sense to us to use our platform

to accept and connect donations to those who are proactively job searching.”

Although based in Port Angeles, PNR would like to welcome Jefferson County into their family. “We work with the Port Townsend Paper Co. for their annual shutdowns, and our goal is to offer positions during their annual shutdowns to Jefferson County locals,” said Paula.

Paula was raised in Port Angeles, moved to Tacoma for 20 years while raising her children and working for two major cosmetics companies as a National Artist. In 2013 she moved back to Port Angeles with a renewed interest in helping the community.

“We believe each person, regardless of their circumstances, deserves a chance at finding gainful and sustainable employment,” said Paula. “If it is in our power to do so, we offer assistance to anyone. We are family-owned and community-driven.”

As most businesses around the country, PNR is facing its own set of issues during the COVID-19 pandemic but is staying optimistic about the future.

“There is a lot going on, and there are incredible changes that can be scary for us business owners,” said Paula. “Despite all of this, we have been keeping a positive mindset. It has gone a long way in helping us make it through a difficult time. Although we have witnessed some of our businesses we work with struggle, we have been able to help them where we can and continue to show that ‘fellow-feeling spirit.’ We are all in this together!”

Pacific Northwest Resourcing’s summer hours are Mon-Fri, 8 a.m. to 5 p.m. No appointments are necessary to fill out an application, and they have French press coffee and pastries most days!



Pacific Northwest Resourcing

Learn more at www.pnwr.global.

535 E 8th Street Port Angeles, WA 98362 • (360) 797-1079

E-mail: paula@pnwr.global

NEW MEMBER

Peninsula Speech Therapy

Julia Franz has a passion for increasing the availability of speech therapy and bringing therapy to those people who may have difficulty getting out of the house. It was a short-term contract in 2015 that brought Julia from Georgia via Portland to Port Townsend. Not long after she arrived, Julia realized the ratio of need for speech therapy in the Jefferson County area far outweighed the availability of such care. When her short-term contract was completed, Julia knew she wanted to stay here to continue providing services, and more recently, open her own private practice.



Julia carries with her a Master's of Education in Speech Language Pathology from the University of Georgia and 11 years of work experience in Elder Care. When it came down to the decision to begin her practice, Julia related, "it would feel selfish to have this skill set and not invest it back into the community." Added Julia, "I'm a clinician first, not a business person; running my own business is both scary and exciting."

When it comes to her clients, Julia treats individuals who have experienced a stroke, have a diagnosis of Parkinson's, are adjusting to memory changes or speech changes related to a neurological condition or trauma. Julia is currently in the process of setting up and launching her private practice. She has presented at Jefferson Healthcare's Parkinson's support group and recommends this group for its positive culture. Julia is very passionate about the "Speak Out!" treatment for Parkinson's and she offers swallowing and cognitive therapies as well. Although a typical session is usually at a client's home, in light of the pandemic, Julia is taking extra safety and health precautions, including the use of a mask, gloves, outside sessions, and in special cases, tele-practice. In her years of experience, Julia has found that working directly in a person's home often produces the best results. However, now that Medicare approved coverage of tele-practice for speech therapy, Julia anticipates a growing demand and is preparing to offer that option.

"I have a really strong belief that the best way to motivate a person to set their own goals and improve their quality of life, is to make therapy



functional and relevant" shared Julia. Julia's approach is 'self-directed'. She interviews her clients and their families about what skills they need to feel connected and she then uses their in-home environment to help them. "Music, photo albums, books, instruments and pets are all valuable tools that resonate and stimulate language." She said she will even modify their environment if it can help, by placing notes in specific locations in the home, and having familiar personal objects in view to engage her client. "It is so exciting to watch a person's confidence grow as they find their voice again!" she said.

Julia serves all of eastern Jefferson County including Port Townsend, Port Hadlock/Irondale, Chimacum, Marrowstone Island, Discovery

Bay, Gardiner, Port Ludlow, and Quilcene. Plans are to extend services into East Clallam County in the future and begin a Stroke Support Group in collaboration with other therapists. Medicare Part B is accepted and rates and a sliding scale are available for individuals paying privately. Julia also offers a free 15 minute phone consultation prior to formal assessment. Above all, Julia's goal is to "Promote independence and confidence for adults and elders in Jefferson County through meaningful, functional, person-centered speech therapy."



Peninsula Speech Therapy

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VOLUNTEER OPPORTUNITIES

Chamber Ambassadors

There is another way you can help our community as we work to restart our community. Consider applying as a Jefferson Co Chamber Ambassador. Even though we are not yet meeting in person for luncheons, Business After Hours, ribbon cuttings, etc. there are Chamber virtual events and many behind the scenes activities that need ambassador time, support, and help. As a business or non-profit professional, being a Chamber Ambassador is a way to directly connect with other business owners, managers, and non-profit organizations. If you would like more information on this program, please contact Karen Best (karen@karenbest.com) Chamber President or Arlene Alen (director@jeffcountychamber.org) Chamber Executive Director. Once you apply, the Board of Directors selects candidates to become ambassadors. We would love to discuss this program with you!

Place label here

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