

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](http://www.jeffcountychamber.org/events)



The Chamber  
OF JEFFERSON COUNTY

May 2020

# Business Insider

Serving the Businesses and Citizens of Jefferson County

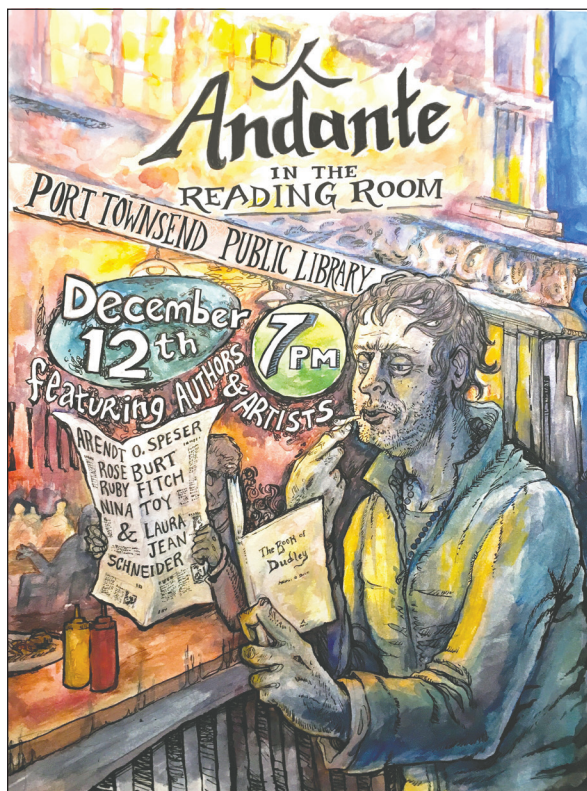
## Andante Books LLC

The story of Andante Books is a story of friendship that started in July of 2005. While studying abroad in Rome on a University of Washington Creative Writing Program, led by local poet and UW Professor Richard Kenney, Arendt Speser (Owner & Publisher) met Luca Arnaudo (Publisher) one night at a gallery opening in Trastevere. Luca had curated the photography of Vancouver B.C. native Mathew McWilliams and written the exhibition catalogue. Astounded at the quality and excellence of the art criticism, Arendt approached a tall man with horn-rimmed glasses outside who he heard proclaim: "I am Luca!" Thus, Andante was born.

It would take more than a decade from that wine-soaked evening—which ended with a bottle of Chianti along the banks of the Tevere, talking of Socrates and St. Francis—before Andante Books officially published its first title (Sail On by Arnaudo), but the friendship was sealed. After spending three consecutive years running study abroad programs in Rome for the UW from 2015-2018, Arendt established Andante Books LLC in Port Townsend.

Publishing works in English and Italian, Andante Books is "a transatlantic collaboration that stretches between the bustling streets of Rome, Italy, and the Victorian-styled houses of Port Townsend." We are working to develop three primary publishing areas: literature, art, and children's books. Visual art and design are central to what we do, and we privilege the beauty of the bound text in book form, even as we are committed to providing free digital PDF versions of all our books to remain as accessible as possible to our readers.

We have also recently launched Andante Studio+, which offers a "new suite of content, design, and marketing services for businesses and artists. Combining existing publishing expertise with custom solutions for ongoing



operations or individual projects, Andante Studio+ is ready to add value to your business or creative ambitions. Whether through print or online delivery, we can help bring ideas to life with clean, clear, and fully integrated aesthetic vision—from language to line—reaching your intended audience and helping deliver financial success."

### Future

As the novel coronavirus upends our world, both globally and locally, Andante looks ahead to what and how we read; art and literature dramatically impact



how we engage our individual and collective realities. The Andante Books logo, the Chinese character for "person" (ren), shows the human connection to movement. In Italian, andante is a musical passage to be performed "at a walking pace."

In these difficult times and those that lie ahead, we hope to provide both pleasure in the simple act of reading a good book, and also high value content and services to artists and businesses looking for a meaningful way forward, whether in a more traditional sense or through a transition into online spaces enabled by digital technologies. We are eager to continue our commitment to culture, conversation, and collaboration—and we invite you not only to visit our website, but also those of our friends.



**Andante Books LLC**

(360)774-6635

[www.andantebooks.com](http://www.andantebooks.com)

[arendt@andantebooks.com](mailto:arendt@andantebooks.com)



Supplement to the  
April 29, 2020

Port Townsend & Jefferson County Leader  
226 Adams Street, Port Townsend WA 98368 [ptleader.com](http://ptleader.com)

# DIRECTOR'S REPORT

## Chamber COVID-19 Updates

It seems the universe is spinning rapidly out of control most days right now for so many people everywhere. It is difficult to look at this from the global challenge COVID-19



**Arlene Alen**

perspective when you've had to lay off 14 employees or cannot pay the rent this month for your shop as many of you are stating. In our community outreach phone conversations with hundreds of business owners this past month, we've heard a great deal about how this challenge has affected you and it is sobering. We relay your concerns and experiences to government and agencies on a regular basis advocating for the solutions you truly need for

a resilient recovery.

As your community resource we have been fielding many questions from business owners as well as their staff on Human Resource issues and have spent what seems like days on webinars to "learn more." We've put links on the Chamber website, with an updated format and continuously updating links, to assist with those very difficult staffing decisions and are always available to walk you through any challenges you may be having with this or another process. Our highest and best use to our community has always been in connecting you to the resources you need, and we are now seeking new innovative ways to do just that.

You'll see in your inboxes on a regular basis, JeffConnects, a frequent update on business news in Jefferson County. With this dynamic

COVID-19 situation, our monthly news in the Business Insider, while important, just isn't often enough to meet the need we have heard from our community in our COVID outreach. JeffConnects is designed just to fill that gap along with a blog by the same name on our website, [www.jeffcountychamber.org](http://www.jeffcountychamber.org). We are accepting input from community business owners who are sharing their successes and challenges in dealing with this COVID crisis. Share your story!

We brought back the very popular Chamber Café in a new web-based community dialogue format. This is a weekly Web-based meeting with a few topical guest speakers and the opportunity to ask questions and have them answered in real time as well as having the opportunity for other community members

input. Consider it a "Bring Your Own Lunch Chamber Luncheon." Watch your inbox and the Chamber website plus other social and digital platforms for the calendar and topic lists.

By now we all know that there is no short-term solution for this COVID-10 challenge, but we have been given the time, with Stay Home, Stay Healthy, to really think about retooling for the future. The Chamber is a valuable resource and the workshops and seminars we are producing with subject experts should be helpful on your journey. The Chamber and our community partners in the Business Resource Center are here to assist in every way possible to help you retool for recovery and a successful sustainable future. We are all in this together!

## PRESIDENT'S REPORT



**Karen Best, Coldwell Banker Best Homes**

As I write this, we are only 2 weeks into the Stay at Home order with at least another month to go. Who knows if that will be enough time sequestered in our homes to disrupt and conquer the spread of Covid-19? As I walk or drive through our communities, it feels surreal to see so many businesses closed, including mine. Weird, incoherent, scary dreams wake me up in the middle of the night and then my mind takes me to all the dark places of

'what ifs': What could I have done differently? What else can I do to keep my businesses and employees afloat? What if this goes on for several months? How long does it take to get back to normal after we are able to re-open?

The light of day is better. I realize that Covid-19 is bigger than I am. I cannot fight the unknown, I must accept reality. No more pity party. Action helps. Keep purposeful. Stay focused. Apply for loans and grants, rework the budget. Make contingency plans for a prolonged closure. Contact vendors,

landlords, note holders to work out a deferred payment plan. Look to organizations like Mainstreet, the EDC and the Chamber for resources and support. Talk to other businesses owners...we're all pretty much in the same boat!

There are positives that have come from this. I have learned how to use Zoom and Go To Meeting and realize what useful communication tools they are and are now permanently woven into the fabric of my life as these communication tools allow us to conduct meets from anywhere and visually/virtually stay in touch with each other. I have more time to connect with friends and family. I am planting a garden. I have more time to exercise and read and volunteer.

My heart aches for those in our community who have lost jobs and businesses. We live in a wonderful community that will rally support for each other whether it be the Food Bank, School lunch program or a micro-loan from the LION group. At the end of the day, the sacrifices we make in our businesses help keep our community, our co-workers, employees, friends and family safe. You cannot put a price tag on a life. Stay safe, stay strong.



for small business support

Share A Local Business Social Media Post	Call To Support, Not To Complain	Shop Over The Phone With A Local Retailer	Write Three Positive Facebook Reviews	Follow Your Local Chamber For Business Updates
Tell A Grocery Clerk They Are Appreciated	Buy A Fast Food Meal For A Truckee	Share Supplies With The Elderly And Less Fortunate	Share An Uplifting Business Interaction	Write Three New Business Yelp Reviews
Walk Outside And Take A Deep Breath	Write Three New Google Reviews		Tip Big	Thank A Healthcare Professional
Run An Errand For Your Elderly Friends	Purchase A Gift Card To Use At A Later Date	Share What You Are Grateful For Today	Shop Small Online	Create Or Cultivate Something Beautiful Or Let Beauty In
When You Eat, Thank A Farmer	Donate Food To Programs Feeding Kids During School Closures	Order Curbside Pickup, Takeout Or Delivery	Only Share Fact Based News From Reputable Sources	Check In Or Connect With Someone New Today

**We Are All In This Together**  
[www.jeffcountychamber.org](http://www.jeffcountychamber.org) 360.385.7869 [director@jeffcountychamber.org](mailto:director@jeffcountychamber.org)

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### Physical/Mailing Address:

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Port Townsend, WA 98368

*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](mailto:director@jeffcountychamber.org).*

## NEW MEMBER



# PIZZA FACTORY

WE TOSS 'EM,  
THEY'RE AWESOME!

Ever since she was a little girl, Shannon Kennedy has dreamed about owning and running her own café or restaurant. The dream finally came true for Shannon and her partner Hector Castilla when they became the new owners of Pizza Factory in Port Townsend after January 2019. "We are young and neither of us came from much; it was no easy feat to get to this point. But we are dedicated, we worked through roadblocks, and were careful to do our homework. If it's something you're passionate about- you can make it happen!" said Shannon with a smile.

Shannon grew up in Oxnard, California while Hector grew up in Georgia; the two met in 2015 in California. Shannon worked as a realtor and Hector worked as manufacturing company warehouse manager; both were ready for a change of location and pace. Shared Shannon, "I visited Port Townsend a number of times as a child, but I fell in love with it as an adult when I visited in November of 2018. The trees and water, the size and pace- all of it was refreshing and energizing after years

in fast-paced cities. On Hector's second day in town, he went to pick up a slice of pizza and was offered a position on the Pizza Factory team!" Subsequently, after Hector joined the Pizza Factory team, the previous owners shared a desire to pass on the business and Hector and Shannon stepped up to the plate.

"We did our research and part of why we said yes to the offer of sale of Pizza Factory were the many benefits that came with owning and the support we got from the community" said Hector and Shannon. Pizza Factory is a 2019 Top 50 Franchise Satisfaction Award Winner, in the Entrepreneur Franchise 500 of 2019, a Top Franchises for Women in 2019, and 5 Star Franchisor from the VetFran. Not only that, but Shannon and Hector have a network of business owners that can be relied on for support and additional resources. Shannon and Hector shared that they also have the previous owners to thank for great mentorship along with the Kennedy and Castilla families, and their hardworking 12-person staff.

Looking ahead, Shannon and Hector said they are excited

to prepare and open a party room in the building, to bring in live music into the space, replace the lighting, fans, heating, and do some new painting. Added Shannon, "We LOVE the Port Townsend murals and the arcade are keeping these so that the restaurant stays a place that people of all ages can enjoy." Pizza Factory joined other organizations in bringing a "No Bully Bench" to Salish Coast, and printed anti-bullying messages on their restaurant napkins, and are looking at additional ways to partner with our local schools. They are excited about being new members of the Chamber of Jefferson County.

Pizza Factory offers wine from Port Townsend Vineyards, beer from Port Townsend Brewing Company, olive oil from Lively Olive, has TVs for game-watching, and board games for families. The extremely fresh, high quality menu includes appetizers, salads and soups, calzones, pastas, sandwiches, multiple gluten-free pizza options, plus dessert! Pizza Factory delivers on every level!

### Pizza Factory

1102 Water Street, Port Townsend WA 98368

(360) 385-7223

[pizzafactoryporttownsend.gimmegrub.com](http://pizzafactoryporttownsend.gimmegrub.com)

Open 7 days a week, 11 - 9 pm,

Summer hours: 11 - 10 pm.

Look for Pizza Factory on Instagram & Facebook

### San Juan Villa

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forms of memory loss.



# MEMBER NEWS

## Bayside Housing



“Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it’s the only thing that ever has.” That famous quote from Margaret Mead captures the inception of Bayside Housing and Services. A handful of people came together to make a difference. They sparked this ingenious idea to purchase and renovate the Old Alcohol Plant as a supply line to fund temporary housing for those in need. That means that every event, dinner, art gallery purchase... everything you do at the Old Alcohol Plant helps make a difference in the lives of those most vulnerable to the housing crisis. There are up to 20 rooms set aside at the Old Alcohol Plant for transitional housing for families, seniors, veterans and anyone who’s in most urgent need. Bayside is unique in its’ service to this critical point in the housing crisis spectrum with transitional, temporary housing.

The original vision was to provide our residents a few months to settle in, get medical help if needed, help them find work, navigate the complicated application process for permanent housing... and avail themselves of other life enriching services giving them time to restore. Here’s the challenge: when they’re ready, there’s nowhere for them to go. Unavailability of permanent, affordable housing means that our

guests stay longer than we anticipated. This limits how many we can serve. This reality informs our vision for the next 5 years. While more temporary housing is essential, we see the need to expand

our scope to include permanent affordable housing. That’s our future.

To really understand the housing crisis here on the Peninsula, it helps to know who’s affected. The server in your favorite restaurant, the clerk in the store you love, the children who go to school with your kids... and you. Anyone working for local business needs to find housing they can afford. Without it, they can’t thrive. Without them, businesses can’t survive. This touches each of us and it should matter to all of us.

Bayside has recently launched an exciting, unique way to help fund our work: Bayside Gallery at the Old Alcohol Plant. There are six shows a year featuring local, regional artists. The gallery is dedicated to enlighten and celebrate the arts through an exploration of relevant, sometimes challenging, ideas about sustainability, housing justice and community connection. Our Gallery Manager and Curator Kira Mardikes said, “We are unlike any other gallery. Of course, you’ll experience beautiful art here, but we seek to also inspire you. As part of Bayside, all the proceeds of art sales go to housing for those in need and the local artists who display their work here. It’s just one more way we connect with the community.” In addition to her work managing the gallery, Kira also farms the land at the Old Alcohol Plant and grows much of the seasonal kitchen fare served there with Patrick Ryland.

So, can a handful of people really change the world? They can, and have. And, you can join us. Donations to Bayside is the most important resource on which we rely. Whether you chip in \$10 or your resources allow you to be more generous, we need your help. Please go to [www.baysidehousing.org](http://www.baysidehousing.org) or contact us at [leslie@baysidehousing.org](mailto:leslie@baysidehousing.org).

### Bayside Housing

310 Hadlock Bay Road  
Port Hadlock, WA 98339

(360) 385-4637

[www.baysidehousing.org](http://www.baysidehousing.org)



## Biquette Interiors

For 32 years, Potpourri Northwest Interiors in Uptown Port Townsend specialized in upholstery fabrics, wallpaper, area rugs, and re-upholstery services under owner Jeanne Moore. In October of 2019, Potpourri was purchased by Jacqueline Mention, an owner dedicated to maintaining the high-quality services, wares, and stellar customer service that Potpourri was known for.

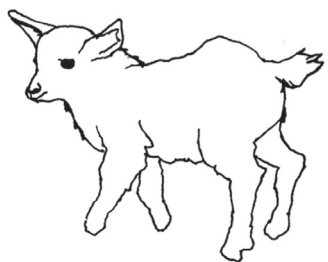
Jacqueline updated the title of the shop to Biquette Interiors not long after she purchased the shop. In Jacqueline's words, "the title helps to reflect my family history, personality and the high-quality interior-decorating services we offer the community." "Biquette," translates to "little goat" in French and was a nickname bestowed on her by her French father.

Jacqueline's history with interior design stems back to her childhood. As soon as she was strong enough to move furniture, she began rearranging her parents' home. For as long as she can remember, she's been transforming spaces to better allow them to reflect their greatest potential. Though, as is often the case, Jacqueline didn't value this gift early on because it came so easily to her; she assumed others felt the same ease. In later years, Jacqueline pursued an education in Art History and a career in Arts Administration—all the while maintaining interior decor as a passion and amateur practice. Finally, a series of fortuitous events led her to

purchasing Potpourri in 2019.

Jacqueline's goal is to help make unique, appealing spaces that are accessible to all. According to Jacqueline, while re-upholstering an heirloom piece is certainly an investment, highlighting and protecting the quality and personality imbued in an item far outweighs buying a new, mass-produced version. Continued Jacqueline, "Jeanne Moore intentionally offered a great variety of materials from burlap to silk, which is a philosophy I hold close as the store evolves. One doesn't have to redecorate their home from head to toe in the finest materials in order to transform a space (though that process certainly has its merits). Something as simple as a great throw rug or the perfectly placed lamp can make a room. Decorating doesn't have to be an intimidating process; it's important not to take the life out of the places we live."

In looking to the future Jacqueline shared, "The shop is expanding to provide more housewares, smaller decor items, and select furniture. I also offer interior decoration and color-consultation services." In addition to decor, wallpaper, and upholstery Jacqueline hopes to be able to host occasional workshops in the space. Everything from seasonal wreath-making to more casual craft-specific projects are being considered. The shop is much bigger than it looks from the street; and holds vast potential for maker-collaboration.



biquette  
INTERIORS

### Biquette Interiors

1004 Lawrence Street,  
Port Townsend, WA 98368.

360.385.7162

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## MEMBER NEWS

# Ecumenical Christian Helping Hands Organization (ECHHO)

1 in 8 people in Jefferson County have been directly or indirectly helped by ECHHO, the Ecumenical Christian Helping Hands Organization, according to former Executive Director, Ken Dane. Mark Getzen-daner, current Board Chair of ECHHO, pointed out, "The services that ECHHO provides make our community a better place to live- it helps attract people to live here, bring their businesses here, to stay here and live independently as long as possible." Although ECHHO is making a difference every day and helping thousands of lives every year, current staff and volunteers are facing new challenges in these changing times and are looking to our community for assistance.

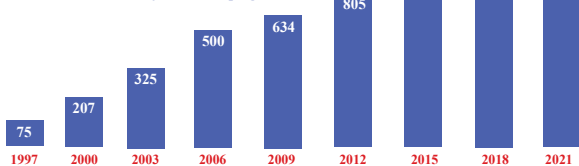
From 2018 to 2019 alone, ECHHO saw a 20% increase in number of trips to medical appointments, as well as an increase in clients served, number of services provided, and volunteer hours. ECHHO has a staff of three and a volunteer crew of nearly 70, most of whom are drivers. In order to address rising community need, additional volunteers are needed. Volunteering can be as simple as



### ECHHO Celebrates 22 Years of Growth!



Thank You ECHHO for Your Helping Hands!



Over 9,000 Individuals Served Since Our Founding!

providing a ride every now and then (where and when is the volunteer's choice), or helping in the office. "You learn new ways to get around the greater Jefferson County area and neighboring counties, you make connections and form relationships, and you have an opportunity to give back and make the community a better place," said Nancy Budd-Garvan, board member. ECHHO welcomes anyone to serve or receive, no matter your background. Rich Heitmann,

Director of Operations, admitted with a smile, "If you care about people, have a good heart, and a good driving record - come on aboard!"

ECHHO, located just above downtown at 1110 Jefferson Street in Port Townsend, is the only provider of one-on-one, door-to-door transportation to medical appointments and other essential activities, both within and beyond county limits, and the only organization that lends durable medical equipment, all at no cost. ECHHO is a non-profit that was started in 1997; its current location is the former manse, or minister's house, of First Presbyterian Church. First Presbyterian lent ECHHO the space in the late 90's and ECHHO has been there ever since.

ECHHO's available medical equipment includes everything from lift chairs, wheelchairs, and walkers, to canes, crutches, bathroom aides, and hospital beds. All equipment is donated and goes through a thorough disinfecting process before it is dispensed. Rich revealed that in 2019, ECHHO loaned more than 2400 pieces of medical equipment to over 2000 local residents!

Individuals who cannot drive or cannot access public transportation, rely on ECHHO for help getting to all types of medical appointments, especially dialysis appointments, chemo treatments, retinal care, surgical procedures, dental

## 4<sup>th</sup> Grade County Project Vaughn Elementary School

► ECHHO Continued



surgery and more. Jefferson Healthcare and many other organizations recommend ECHHO as a recognized, safe service; all drivers are vetted to meet federal guidelines. If you were to add up all the miles that volunteers drove in 2019, it would be over 90,000 miles, enough to drive three and a half times around the equator!

In short, ECHHO provides critical access to medical care for those most in need. ECHHO volunteers gather each year for continuing training. Despite the COVID-19 crisis, ECHHO continues to operate as an essential business, with volunteers using careful cleaning and disinfecting procedures for each ride.

ECHHO would like to thank the individual donors of Jefferson County because the majority of ECHHO's funding comes from local generosity. ECHHO is grateful for support from the Give Jefferson campaign of the Jefferson County Community Foundation, Port Townsend Rotary, Jefferson Healthcare, First Presbyterian Church, and many other local churches and organizations. In Mark's words, "Our volunteers and staff have so much passion. It is incredibly rewarding to be a part of it all and work alongside these individuals. Thank you, Jefferson County, for your support!"

### ECHHO

1110 Jefferson St. Port Townsend 98368

360-379-3246 • <http://echhojc.org/>

e-mail: [rich@echhojc.org](mailto:rich@echhojc.org)

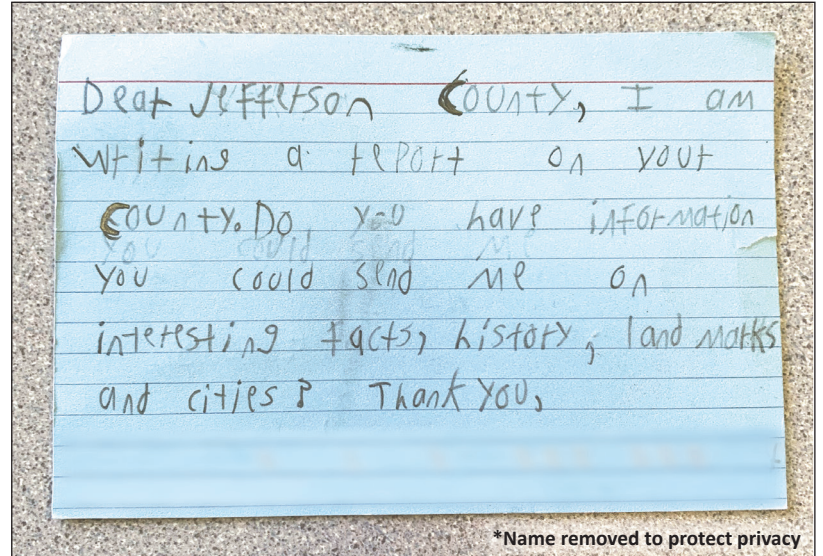
Monday - Friday 9-4 pm.

by Maggie Kelley

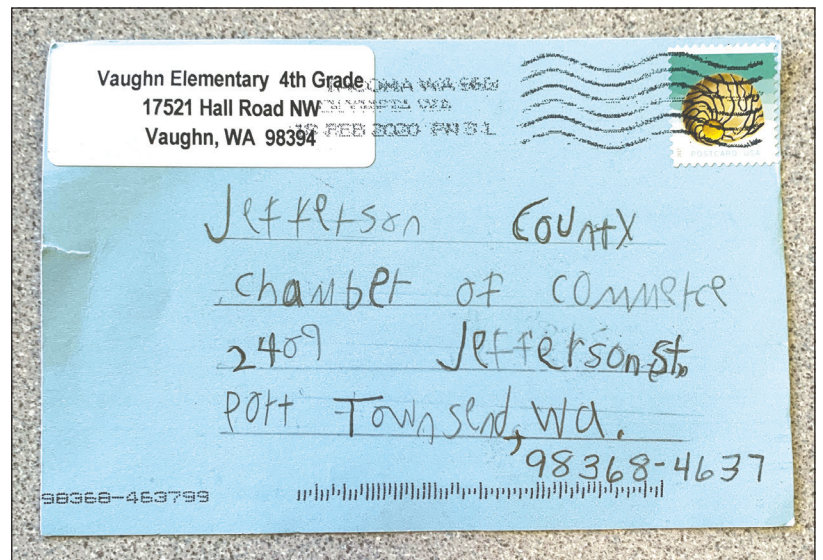
Nothing brings a smile to one's face like handwritten postcards! That was definitely the case when the Chamber of Jefferson County received a handwritten postcard from a 4th grader at Vaughn Elementary on the Key Peninsula at the end of February. This polite and professionally worded postcard requested information about our county to help with a county research project. Each 4th grader in this individual's class was tasked with finding out interesting facts, history, landmarks, and cities for one of Washington's counties. Jefferson County was one of the chosen!

The Chamber Team had a grand time collecting all sorts of print and online resources to cover the variety of requested topics. It was a unique challenge to find information geared more towards elementary-age kids. Also, the fact that elementary students are delving into and learning about the diversity of our state's counties gives hope to other generations and to an area that may be overlooked by larger cities.

For those families and students now learning at home due to the COVID-19 crisis, it is a powerful reminder that connection can happen in a variety of ways and real-time research projects have lasting impacts on all involved! Learning can happen in all sorts of ways, no matter your age!



\*Name removed to protect privacy



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# VOLUNTEER OPPORTUNITIES

The COVID-19 crisis has introduced a lot of challenges to our community and also brought awareness to people, things, and places we are grateful for. Our Chamber Team is especially grateful to our volunteers of the Port Townsend Visitor Center! The Visitor Center temporarily closed in mid-March through the end of April in order to protect the health of our volunteers and the greater community, as well as to align with state orders. We miss everyone and look forward to having volunteers, staff, and visitors back in the Visitor Center as soon as it is safe to do so!

For those that are looking to give back to our community, and especially as we look ahead to the road of recovery from the COVID-19 crisis, consider joining the Volunteer Class of 2020 for the Port Townsend Visitor Center! Volunteer yourself or with a partner, as a business team, or as a family and for as little as 2 hours a month, you can make a positive difference in our community. Connect with people from all walks of life, share out information about our local businesses and fun things to do, and learn more than you can imagine about our amazing community!

For additional information about the Volunteer Class of 2020 or to register for the next meet-up and training contact at [admin@jeffcountychamber.org](mailto:admin@jeffcountychamber.org) or call 360-385-7869.

Place label here

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[www.jeffcountychamber.org/events](http://www.jeffcountychamber.org/events)



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