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CONFIDENTIAL ADVICE AVAILABLE TO LOCAL BUSINESS

From our Chamber member survey in October, several respondents asked about help for individual businesses struggling in this economy. In response, we are pleased to pass on the following information:

In this economy there is no reason a business must go it alone, as there are at least two local sources of help in our community. **The Salem SCORE chapter** offers free, confidential advice with experts in your industry. They can be reached at (503) 370-2896, e-mail to SCORE460@gmail.com, or visiting their website at www.salem.scorechapter.org.

Locally SCORE member Jim Audritsh is also available to direct your questions; he can be reached at (503) 981-6008, e-mail ics@xpressdata.net. SCORE is affiliated with the Small Business Administration (SBA), and since it's founding in 1964 has helped over 8.5 million businesses. According to their website, they "can give you a personal business coach to help you with every step of your business."

The **Small Business Development Center** in Woodburn is also ready to help with confidential, one-on-one advice as well as training in areas such as planning, marketing and sales, finance and accounting, and operating your business. They are also partially funded by the SBA as well as the Oregon Lottery. Their local number is (503) 981-7187, e-mail sbdc@chemeketa.edu, or visit their website at www.BizCenter.org. Please reach out to these fine organizations to help you with your business success.





Picture courtesy of Hank's Photography, Hank Vredenburg

SOLD OUT CRYSTAL APPLE AWARDS BANQUET HONORS EDUCATION EXCELLENCE

A standing room only crowd of over 225 people honored 62 nominees and 22 award winners at the 8th Annual Crystal Apple Awards Banquet sponsored by **West Coast Bank**. Gold Sponsor **Bowman Family Dental**, and Bronze Sponsors **Hank's Photography**, **Lord High School**, **Wellspring Silverton Hospital Network**, and **YG Media** helped make this an evening to remember.

Co-chairs **Ruby Wolfer** and **Ferren Taylor** of **West Coast Bank**, ably assisted by **Rhonda Judson**, once again organized a well run event that highlighted the accomplishments of the teachers, administrators, and support staff that are molding the next generation of community leaders. Retiring Woodburn School Superintendent Walt Blomberg was presented with a special Crystal Apple for his individual contribution both to create this event and his profession.

A highlight of the evening was the keynote speech by Officer **Rick Puente** of the **Woodburn Police**

Department, a new Chamber board member. Alternately funny and inspiring, Rick touched just the right notes for this festive occasion. Congratulations to all the nominees, those who now possess the coveted Crystal Apple, Ruby, Ferren, Rhonda, and our incredible sponsors who make this GREAT event happen! One letter says it all:

"Just a quick note to thank you for the wonderful program you made happen last night and for allowing us the honor of being a participant.

Since our initial involvement many years ago, your program has enabled us to celebrate the excellence of many of our faculty and staff. We truly thank you for your love and caring for teachers, administrators and support staffs everywhere. Without your care, many of us might not realize our true contributions to the world around us.

*From our hearts to yours...
Thank you most sincerely,
Ernest Sowards"*

OUR “HIDDEN” ENEMY – DRUGS IN THE WORKPLACE

One out of twelve of your workers is using drugs, most commonly marijuana, according to national surveys. Oregon is one of the top seven marijuana-producing states, ranked 7th nationally for methamphetamine use, and 4th for prescription drug abuse. Over 70% of Oregon employers have identified substance abuse as a concern, but only 12% have drug-free workplace programs.

With this background, at our November Forum Lunch three Chamber members presented why and how they have implemented a drug-free workplace in their business. **Greg Lundeen**, co-owner of **Wolfer’s Heating** with 16 employees, was not aware of a problem until approached by Chamber member **Liz Vega** of **American Diagnostic** about seven years ago, and was shocked by these statistics. His concern was that his people entered customer’s homes, and he needs assurance of the highest quality service. Some employees felt their integrity was being questioned, so Greg took the first test. Their policy is now part of their Employee Handbook, and includes pre-employment screening, testing after an incident, random testing, the right to search employee lockers, specific drug level maximums, and treatment help. As a result of this program he has seen a reduction in accidents and worker compensation rates.

Scott Roerig, General Manager of **Woodburn Fertilizer** with over 120 employees, implemented their drug-free workplace 10 years ago because of significant worker compensation expense and noticeable under-the-influence incidents. Their policy is

modeled after the Federal Act of 1992 and includes pre-employment testing, which saves considerable interviewing time. They were initially concerned about losing key employees, which proved unfounded, but determined this was secondary to the long term viability of the company and was just one element of best business practices.

Specialty Polymers with 83 employees has the unique challenge of implementing a drug-free workplace in both its Woodburn and South Carolina locations, said President **Sheryl Southwell**. The employees handle numerous chemicals and heavy equipment, and operate 24 hours a day. The health and safety of all employees is critical, since one mistake can affect the entire shift. Her challenge, as with most small businesses, is the lack of a Human Resource department, so implementing a drug-free workplace falls on already overloaded senior staff. She feels it is imperative that the right language be in your policy.

Fortunately for Chamber members’ local help is available from **Liz Vega** of **American Diagnostic** at 503 981-9091, e-mail at adwnodrugs@yahoo.com, or **Marilyn Trinkle** at **Wellspring** (971) 983-5256, e-mail MTrinkle@silvhosp.org, Or a sample policy can also be obtained by accessing the **Oregon Employer Drug-free Initiative Mimi Bushman** at 503-588-0050, e-mail mimibushman@aoi.org.

This is an important step that all Chamber businesses should take to help us rid our community of this scourge.

CURVES OFFERS FREE WEIGHT MANAGEMENT CLASSES

Curves of Woodburn is offering free weight management classes to teach its proven method for losing weight and raising metabolism. More studied than any other program, Curves' classes are based on the groundbreaking new research findings of the Exercise & Sport Nutrition Laboratory at Texas A&M University. Now, the women of Woodburn can learn the powerful secret that has helped millions of women lose millions of pounds and keep them off for good. Classes are open to members and non-members.

Classes include:

- **Start-Up Class** (90 minutes) for first-time participants.
- **Phase 3 Class** (30 minutes) to teach the last and most important stage of the Curves Weight management Plan and the secret that makes the plan work.
- **Special Topics Class** (30 minutes) will cover a different topic each month.

Classes will be taught by Curves' Registered Dietitian, Nadia Rodman, and facilitated by weight management coaches from Curves of Woodburn, through a series of DVDs that will alternate teaching with hands-on activities. Participants will be encouraged to make a weekly appointment to weigh in with their

weight management coach, who will provide accountability.

Curves of Woodburn will be offering classes one Saturday a month from: 9:00 am-11:30 pm. December's date is: Sat. 12/19. Days and time are subject to change. For more information, contact us at: 503-981-5546.

Upcoming Special Topics: December: Mindful Eating

Learn 10 tips that can help you be more deliberate in your mindful eating.



DEPAUL STAFFING RANKED #1!

The Portland Business Journal ranked DePaul Industries (DePaul Staffing) the number one ranked temporary employee service in the Portland area with 60 local internal staff. Their Salem office announced that they have graduated the first individuals from their Heart of the Workforce (HOW) training program with the following certificates of achievement or recognition:

Workforce Readiness	<i>Oregon Department of Education</i>
Food Handlers Card	<i>Oregon Department of Human Services</i>
GMPs	<i>American Institute of Baking (AIB)</i>
HACCP Awareness	<i>AIB</i>
Allergen Control	<i>AIB</i>
Cleaning Practices	<i>AIB</i>
Workplace Safety	<i>OSHA and SAIF compliant & recognized by the Oregon Education Association</i>

If you are interested in learning how to bring these employees into your workforce, or more about our HOW training program, you can contact Angelo Seminary at (503) 910-9222 Cell or (503) 856-9563 Salem.

BACK BY POPULAR DEMAND: KUDOS FROM THE GREETERS CROWD!

September

For All Bright Carpet Care, Gary Litzenberg:

- **Mark Wolfe, NW Real Estate**, was amazed that Gary does such wonderful cleaning all by himself!
- **Marilyn Young, Case Automotive**, thanked Gary for continuing to keep her carpet clean.

For City of Woodburn:

- **Deb Yager, State Farm Insurance and Woodburn Proud** thanked the City for their cooperation and donated work for the Woodburn Proud events.
- **Harry Lee Kwai, DataVision Communications**, says it's a pleasure to work with the City now.

For First American Title, Jamie Estrada:

- **Dave Christoff, Hallmark Properties**, thanked Jamie for her help with clients.

For Hallmark Properties, Craig Christoff:

- **Don Judson** thanked Craig for his years of service with Woodburn Together on the Board and President of the Board of Directors.

For Legacy Financial Management, Bob Rhoades:

- **Greg Lundeen, Wolfer's Heating and Air Conditioning**, said that the staff at Legacy Financial really gives a personal touch and a very smooth transition of transferring accounts.

For Long Bros Building Supply, Kelly Howard:

- **Juan of Woodburn Art Center** thanked Kelly for helping with materials for their remodeling.

For MaPS Insurance, Eggie Maldonado:

- **Matt Geiger, American Family Insurance**, thanked Eggie for partnering, recommending and helping each other with clients.

For Rosemary Tevlin, Rick Hensel, Ferren Taylor, Jason Horton:

- **Don and Rhonda** thanked Rosemary, Rick Ferren and Jason for staffing the office for a week, while Don and Rhonda were gone on vacation

For Silverton Hospital, Ken Hector:

- **Greg Lundeen, Wolfer's Heating and Air Conditioning** gave kudos

to Silverton Hospital for being voted as providing #1 in customer service

For State Farm Insurance, Dennis Gibson:

- **Don** thanked Dennis for selling Chamber and WAT memberships even while he's traveling out of the state!

For Today's Mortgage, Kevin Kenagy:

- **Dave Christoff, Hallmark Properties**, thanked Kevin for his help with a customer.

For Webb Chiropractic, Ronny Webb and staff:

- **Marilyn Young, Case Automotive** was thankful that Ronny and his staff could make her back feel better.
- **Don Judson** thanked Ronny Webb for cracking his back and getting Don moving again!
- **Angelo Seminary, DePaul Staffing**, says Webb Chiropractic did a fantastic job making his shoulder feel better after a car accident.

For Wolfer's Heating and Air Conditioning, Greg Lundeen and John Cristen:

- **Dave Christoff, Hallmark Properties**, remembers that Wolfer's came out on Christmas Eve to fix their furnace, 15 years ago and thanks Wolfer's for keeping great records so that they can verify work for real estate deals.
- **Justin Stearns, State Farm Insurance**, reported that Wolfer's did a tremendous job during the remodeling of their office.
- **Bob Rhoades, Legacy Financial Management**, said that Wolfer's

was in and out in a day with repairs and his family was able to get a \$1,100 tax credit on a high energy furnace.

For Woodburn Police Academy, Officer Rick Puente:

- **The Historical Downtown Association** had 6 members in the last Police Academy class, empowering the participants to move in a positive direction. Rick made it fun.
- **Brent Glogau, Edward Jones**, rode along with Office Puente and was impressed with the comraderie and sense of humor all the officers have together. Brent encourages a ride-along to everyone, even riding in the back!

For Woodburn Police Department, Officer Wilkins:

- **Dave Christoff, Hallmark Properties**, reported that Officer Wilkins was great after yet another burglary.

For Woodburn Proud, Deb Yager and Kelly Howard:

- **Mike Wilson, Oregon Military Department and Woodburn Armory**, commended Deb and Kelly for their dedication and organization of Woodburn Proud Clean Up Day, 30 people cleaned up all the major thoroughfares so everything will look nice for Oktoberfest.

For Your Hometown Magazine, Ted Huber:

- **Mike Sumner, Case Automotive** encourages advertising in Your Hometown Magazine to reach a wide audience.

October

For All Bright Carpet Care, Gary Litzenberg:

- **Mark Wolf, NW Real Estate Services**, commended Gary for the excellent cleaning of his homes' carpets.
- **Dr. Bob Hartog, Legacy Clinic Woodburn**, applauded Gary cleaning of a wine spill out of his carpeting.
- **Erik Berkey, Hubbard Chevrolet and Thelma's Place**, praised Gary's

cleaning of Hubbard Chevrolet and Thelma's Place.

- **Brent Glogau, Edward Jones**, relayed that his carpets look great after Gary cleaned them.

For Al's Garden Center, Darcy and Todd:

- **Ruby Wolfer, West Coast Bank East**, thanked Darcy and Todd for loaning plants and statuary as decorations at the Crystal Apple Awards dinner.

For Cascade Park Retirement Community, Colleen Papp:

- **Emmy Bratton, Woodburn Tax Service/Bratton & Associates**, lauded Cascade Park as a wonderful place to live.
- **Evan Thomas, YG Media** had the opportunity to work with Cascade Park earlier in the year, was able to see behind the scenes and was impressed with the organization.

For Case Automotive, Mike Sumner:

- **Dennis Gibson, State Farm Insurance**, praised Mike for his vast community service.
- **Pastor Will Robertson, Soul's Harbor of the Nazarene**, declared that Mike "laid on hands" to Pastor's car and healed it! Mike can work miracles!

For City of Woodburn:

- **Jason Horton, Woodburn Independent**, reminded everyone that this is the one year anniversary of Scott Derickson's arrival and the beginning of the positive difference in the City.

For City of Woodburn Planning Commission:

- **Don Judson** praised the Planning Commission for all the volunteer hours they put in to get complex issues correct like the Downtown plan.

For DataVision Communications, Harry Lee Kwai and staff:

- **Nikki DeBuse, Woodburn Independent**, recently switched to DataVision at the office. The staff was fabulous and she appreciated the outstanding service.
- **Rhonda Judson, Woodburn Area Tourism**, relayed that an internet cord that had been replaced at the Visitor Information Center was not compatible and "the guys" came out within a half hour to connect the correct cord.

For DePaul Staffing, Angelo Seminary:

- **Karla Hunt, French Prairie Care Center**, appreciated Angelo arranging to have furniture moved for a new nurse in their facility.

For Dry Cleaning WOW!, Barbara Peterson-Garbutt:

- **Officer Rick Puente, Woodburn Police Department**, said that, even though it's hard to make him look better, Rick really looks good in uniform – everyone exclaims WOW!

For Edward Jones, Brent Glogau:

- **Bob Rhoades, Legacy Financial Management**, appreciates the advice and cooperation that Brent shows to colleagues and competition alike.

For First American Title, Jamie Estrada:

- **Gary Litzenberg, All Bright Carpet Care**, thanked Jamie for all her help and information.

For Greeters and the Woodburn Area Chamber of Commerce:

- **Ewart Brown, Quiet Place Ministries**, feels that everyone at Greeters is family – he never would have had the privilege to meet Rick or most people had it not been for this wonderful group. He is grateful for hearing the message about community, church and spiritual uplifting each Friday morning.
- **Karla Hunt, French Prairie Care Center**, reported that recently three staff members attended a conference in Eugene. The participants were asked about their community and these staff members shared special comments about Woodburn Proud and Chamber activities and how strongly they felt about community involvement.
- **Rick Hensel, Gervais School District**, thanks the entire group for giving him the opportunity to meet new people.
- **Ruby Wolfer, Soul's Harbor of the Nazarene**, gave heartfelt thanks to Greeters for their support of the Thanksgiving Dinner.

For Hubbard Chevrolet, Erik Berkey:

- **Angelo Seminary, DePaul Staffing**, acclaimed that his experience with Hubbard Chevrolet was unlike any other, working with him to get just the right car.

For PayChex, Inc., Carol Boeckman:

- **Ken's Auto Body** is appreciative of Carol's skills as she cleaned up the payroll accounting for his business

For Leadership Woodburn, Rosemary Tevlen:

- **Cindy Ledesma, MaPS Credit Union**, praised Rosemary for the organization of Leadership Woodburn and the powerful day, "Know Yourself and Know Your Community".

For Leisure Time Day Spa and Webb Chiropractic, Theresa Butler:

- **Don Judson** raved about Theresa's massage efforts to finish healing his back after Dr. Ronny Webb's chiropractic ministrations
- **Eric Swenson, French Prairie Middle School**, feels Theresa Gives awesome massages!

For Mark Wolfe, Northwest Real Estate Services:

- **Harry Lee Kwai, DataVision Communications**, declared Mark a true humanitarian as he has arranged to conduct a group of Woodburn Rotarians to a remote island near Thailand with supplies and clothes to improve their living conditions. "We are blessed for our lives and the ability to change other lives." Thank you, Mark and safe trip!

For Prudential Real Estate Professionals, Mel Counts:

- **Ewart Brown, Quiet Place Ministries**, met Mel Counts in Costco – Mel truly has a heart as big as the rest of him.

For all area Schools and School Districts:

- **Ferren Taylor, West Coast Bank West**, was very impressed with the courteousness of all the employees. It was a great opportunity to see them all in action.

For St Josef's Winery (Woodburn Area Tourism member):

- **Angelo Seminary, DePaul Staffing**, relayed that St Josef's Winery is amazing and affordable – the Grape Stomping Festival was great fun.

For Today's Mortgage, Kevin Kenagy:

- **Bob Rhoades, Legacy Financial Management**, has a client in a wheelchair and Kevin went to the house and helped her, personal service.

For Webb Chiropractic, Dr. Ronny Webb:

- **Don Judson** appreciated Dr. Ronny "straightening up" his back issues.
- **Eric Swenson, French Prairie Middle School**, thanked Dr. Ronny Webb for providing physicals for school athletes.

For Wellspring Medical Center Conference Center:

- **Harry Lee Kwai, DataVision Communications**, recently attended a health and safety for business conference and relayed that everything was first class.
- **Eric Swenson, French Prairie Middle School**, thanked Wellspring and Silverton Hospital for providing physicals for school athletes.

For Wellspring Medical Center, Dr. Tim Driscoll:

- **Gary Litzenberg, All Bright Carpet Care**, thanks Dr Tim for saving Gary's messed up back.
- **Emmy Bratton, Woodburn Tax Service/Bratton & Associates**, reported that, after her car accident, she was very well taken care of by Dr. Tim.

For Wellspring Medical Center, Heart Health Program:

- **Mel Counts, Prudential RE Professionals**, commended the entire Heart Health Program – the attention is incredible.

For Wellspring Medical Center, the Source Gift Shop:

- **John Hoffmann, DataVision Communications**, praises the Source Gift Shop for success of his marriage with lots of great gifts for his wife.

For West Coast Bank, Ferren Taylor:

- **Craig Christoff, Hallmark Properties**, thanked Ferren and West Coast Bank for making closings easy by providing verification of deposits.

For Woodburn Area Youth Golf Association Board:

- **Don Judson** appreciates the Board's efforts to increase adult memberships and sponsorships in WAYGA.

For Wolfer's Heating and Air Conditioning, Greg Lundeen and John Cristin:

- **Craig Christoff, Hallmark Properties**, appreciated Wolfer's Heating when they came to fix the furnace quickly and efficiently.

For Woodburn Independent, Jason Horton:

- **Matt Geiger, American Family Insurance**, thanked Jason for the great article about his Agency.

For Woodburn Police Department, Officer Rick Puente:

- **Don Judson, Woodburn Area Chamber of Commerce**, reported that Officer Rick visited the reorganized Woodburn Downtown Association regarding crime prevention in the downtown area and he will return next month with plans and recommendations for businesses and residents to put into actions. Thanks!
- **Mark Wolf, Northwest Real Estate Services**, thanked the Woodburn Police Department for their professional handling of the bomb scare last week.

For Woodburn Printing/Yes Graphics, Bruce Thomas:

- **Evan Thomas, YG Media**, thanks his parents and Yes Graphics for setting good example and inspiring his exceptional work ethics.
- **Bruce Thomas, Woodburn Printing/Yes Graphics**, thanked Evan's mother, Cindy for raising Evan to be the excellent citizen that he has become.

For Woodburn Tax Service/Bratton & Associates, Emmy Bratton:

- **Rick Hensel, Gervais School District**, thanked Emmy for the many books she

donated to the Gervais School District literacy program.

For YG Media, Evan Thomas:

- **Mark Wolf, NW Real Estate Services**, praised Evan for his talent, dedication and work on advertising and internet, overseas and locally. Evan is a master at construction also, doing all the interior work of the new office himself. Mark said he is always impressed with the talent in the Woodburn area, especially Evan's help with overseas websites and the great webinar he did for a doctor over the internet. Great job!
- **Don Judson** applauded the fantastic ads Evan developed for the Woodburn United Methodist Church and developing and updating the websites for the Woodburn Area Chamber and Woodburn Area Tourism
- **Harry Lee Kwai, DataVision Communications**, declared Evan is a testament to hard work and talent.
- **Mike Sumner, Case Automotive**, thanked Evan for the great website.
- **Erik Berkey, Hubbard Chevrolet and Thelma's Place**, reported that they have had good response to the podcasts that Evan developed.
- **Scott Derickson, City of Woodburn**, praised Evan for making the City's website into an effective tool for the City's use and promotion.

2009 Woodburn Area Chamber of Commerce Board of Directors and Staff:

President

Rick Hensel
Gervais School District

Past President

Deb Yager
State Farm Insurance

President Elect.

Ken Hector
Silverton Hospital Network

Vice-President of Tourism

Darcy Ruef
Al's Garden Center

Treasurer

Ruby Wolfer
West Coast Bank

Secretary

Jason Horton
Woodburn Independent

Directors

Angelo Seminary
DePaul Staffing

Cindy Ledesma

MaPS Credit Union

Jenipher Miller

OSU Credit Union

John Hoffmann

Gervais Telephone/DataVision

Ferren Taylor

West Coast Bank

Greg Lundeen

Wolfer's Heating and Air Conditioning

Marta Hanson

First American Title

Mike Wilson

Woodburn Armory

Scott Derickson
City of Woodburn

Sheryl Southwell
Specialty Polymers, Inc.

Walt Blomberg
Woodburn School District

Executive Director

Don Judson
don@woodburnchamber.org

Tourism Coordinator

Rhonda Judson
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Leadership Woodburn Program Coordinator

Rosemarie Tevlen
leadershipwoodburn@woodburnchamber.org

Senior Estates Liaison

Inger Stigerts