

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)



JUNE 2020

# Business Insider

Serving the Businesses and Citizens of Jefferson County

## Chimacum Corner Farmstand



By Katy McCoy, Owner

Chimacum Corner Farmstand is a rural full-service natural foods grocery and nursery located in “downtown” Chimacum, where Jefferson County’s two historic agricultural valleys, Beaver and Center, meet. The store opened for business ten years ago during a snowstorm, just as our country was inching its way out of the Great Recession.

It was touch and go in the beginning. The owners, Malcolm Dorn and Phil Vogelzang, neither with retail experience, set up shop in an old car parts store with a mere \$10,000 worth of inventory. Despite it being the week before Thanksgiving, they offered not a single turkey. The ledger wasn’t pretty for quite a while.

Dorn and Vogelzang did have a compelling vision, however. Their idea was to create a marketplace that would support local farmers through the promotion and sale of our area’s bounty. It came out of a concern for our community’s economy, its health, the environment, and our area’s ability to feed itself were the industrial food system ever to collapse.

Committing to this vision and declaring it to all driving past, Vogelzang’s artist wife, Katy McCoy, painted “Eat your FOOD FROM HERE” in huge letters across



the building. Over the ensuing decade, the store humbly embarked on a steep learning curve. Each year in business brought in new talent, learned lessons, improved infrastructure, better finances, and confidence.

Today, Chimacum Corner Farmstand has 50 employees with an annual payroll that will exceed \$1 million. In 2019, the store spent over \$725,000 buying goods directly from over 100 local vendors (those operating within 30 miles of the store). This represents 30% of the items the Corner sells.

Five years ago, Dorn sold his interest in the store to McCoy and Vogelzang, who credit him for the store’s early success. They effusively thank their dedicated and whip-smart staff for all the progress since. For the community’s unwavering support, they are eternally grateful.

All that was great until last month when the Covid-19 pandemic hit. Chimacum Corner Farmstand faced immediate challenges because of its tight aisles and crowds. Previously cherished for its cozy social ambience, the store’s intimacy was now deemed a health risk. With a feeling of urgency, the store closed for two days, during which they reset everything to achieve social distancing and food safety. Determined to serve those in the



community at risk, they also began curbside pickup & home delivery services.

It was a crazy couple of weeks, but after settling into a new normal with shortened hours and increased staffing, things are running smoothly. The store is grateful to be open. Sales are up with fewer shoppers making larger purchases. Appreciative new customers arrive daily. Realizing this pandemic is here to stay for some time, General Manager, Rob Story, is taking the long view. “We are learning new ways to serve the community, which will be good for us to continue into the future.”

One of the original goals of Chimacum Corner Farmstand was to help its community achieve food sustainability. Today, Covid-19 is proving local food resiliency is more crucial than ever. Thanks to local vendors, the store has seed, meats, and flours increasingly hard to find in the commodity market. If only one of you could start producing local baker’s yeast!



### Chimacum Corner Farmstand

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[chimacumcorner.com](http://chimacumcorner.com)



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

# DIRECTOR'S REPORT

## Community Outreach

We've all been hunkering down for a couple of months watching one thing after another close or be cancelled and listening to the pain of our community.



Arlene Alen

The Chamber Team has spent most of their time in the past few months on Community Outreach. Phoning businesses, disregarding membership, throughout the county and providing them with resources they need or connecting them with assistance of one sort or another. In some cases, it's just been a sympathetic ear to the tale of personal and business pain that they were experiencing. Behavioral health issues are happening everywhere and all of it is understandable. The times are unprecedented. None of us, no matter what our life experience, has been down this path before and hopefully this will be the only time.

We know that there is a tremendous amount of work to do for our businesses and in assisting Jefferson County in economic diversification. The Chamber and our co-located partner the EDC Team Jefferson were tasked by the City and County to convene a task force and the Jefferson County Revitalization Task Force was formed: two dozen really busy people running businesses and organizations

**"What are you doing differently now due to COVID-19 and will any part of this become a permanent part of your business post COVID?"**

The Chamber Team continues their COVID-19 Outreach program to try to reach as many of our Jefferson County based businesses as possible. We have been able to connect you with valuable resources to assist in filling your immediate needs, as well as guiding you toward our future. Our team is committed to continuing this outreach, however please know you can reach out to us at any time for updates or new information or just to share your experiences with the Chamber Team.

**Holley Carlson, Coldwell**  
Banker Best Homes spoke to some of the changes that Coldwell Banker Best has faced and the importance of continuing to support local businesses at this time. "Our company has moved to virtual formatting and is making sure to adhere to safety protocols while also supporting those agents who are not comfortable operating at this time. We launched a new website and are receiving professional development through virtual meetings—we are still staying connected as a group."

**Northwest Water Wellness**  
Jim Gilliland, owner of Northwest Water Wellness, stated, "We called the Governor's office to confirm we were okay to continue operating and providing essential services to people. During the crisis, our hours were limited but we are now open regular hours, a couple days a week, albeit with social distancing and health procedures in place. We have supplied our cleaning sprays to the local police and fire departments and our alkaline water to a number of local banks and healthcare facilities. We make no medical claims for alkaline water and it is not a cure for the virus, but we think it can benefit a person's health."

**Quimper Home Repair**  
Owner of Quimper Home Repair, Dave Petro, offered, "As a one-person entity, I am back to work on existing jobs as per the Governor's orders. That being said, I am taking the following safety precautions when traveling or working in other homes: I always wear gloves, use a mask when around people, use hand sanitizer before and after leaving a place especially more public places like the grocery store, and I plan to get more hand sanitizer from Jake with Admiralty Distillery. In short, I operate under a 'leave no fan-garment's' policy to keep myself, clients, and the community safe and healthier!"

**Port Townsend Garden Center**  
We have updated the way customers interact in our store. No one is allowed to touch credit card machines, and we have limited the way people enter the center. Our doors stay open so no one has to touch the handles. We have also upgraded bathroom amenities so no one has to touch anything. We've bought motion sensor sinks, towel and soap dispensers. Customer baskets are cleaned daily and sanitized after every customer. We are also encouraging phone orders and doing curbside pickup and have extended deliveries to every other day. —Joan Boraya

**Jefferson County Library**  
Jefferson County Library We are meeting community needs by providing phone and email reference services Monday through Friday. We also have live online resources and programs. We hold how to zoom programs on Tuesdays and also have a library of 'how to' videos on how to use our services from home. We have also extended our walk into our parking lot and that is accessible 24/7. —Chris Hoffmann

**Wandering Wardrobe**  
Beverly Michaelson, owner of the Wandering Wardrobe, said to the Chamber, "We have been here over 20 years and this is harder than anything we could have imagined, but things could still be worse. We are closed as per the Governor's orders. Our staff chose to stay home pretty early on. We have had trouble accessing any of the government resources; it feels like the government has failed our best of businesses especially. However, we feel supported by the community. Myself and my daughter are busy reimagining and reworking things. We have reconfigured the store, stored more merchandise behind the case, and are gearing up to offer personal shopping to help keep staff and customers healthier and safer. Moving to online sales has been challenging. In fact, we are moving towards selling the inventory to help pave the way for a new owner to revitalize this business and space, particularly when it comes to online presence. This is so important in this day and age as we are meeting things will work out so we can continue to provide this service for the community."

**KROH-FM 91.1 Radio**  
Joseph Mann, general manager for KROH 91.1 FM related, "We are largely untouched due to the nature of broadcasting. We are a small team and are partially working from home studios. The pandemic has affected us in different ways. From the operational standpoint, it has been positive. We have seen an increase in listeners, continued steady support along with new gifts. However, we have also seen the crisis take an increased socioemotional toll on our listeners. We provide supplemental medical programming led by nationally recognized physicians, and regular national, state, and CDC public service announcements. We are on air and available 24/7 for listeners. It doesn't matter when the emergency arises, tune in to 91.1."

plus government officials and staff working together to improve business and quality of life in Jefferson County. If there ever was a time to work collaboratively and let those decades old silo walls fall it is now. We are all in this together and will succeed by working through it together. There is consensus in this group and understanding of the gravity of the situation, how it impacts negatively and singularly many of our market segmentations. But this group has committed to finding a path forward for our community that will assist all of us and help us reimagine our businesses, reengineer them for the future and revitalize our businesses

and our community.

These are challenging times and we are grateful for the opportunity to be in the midst of this talented and dedicated team.

Our Friday Chamber Cafes are producing fabulous services which is giving rise to real action and projects that are helping our small businesses reopen safely. We are looking forward to chatting about it during our 10:00-11:00 Friday Zoom Café's. There is no cost to attend and all are welcome to participate—membership is not a requirement.

We have a series of workshops going on now—all free to anyone who registers to help you reimagine and

reengineer your business. From the "1 Page Business plan" to the "1 Page Marketing plan," the "1 Hour Website," "Social Media 101," and more timely topics to come. Check out the Chamber website for details. [www.jeffcountychamber.org](http://www.jeffcountychamber.org)

The Chamber wants to thank the Jefferson County PUD for their recently completed installation of a new hotspot outside the Chamber. This was provided to us to enhance the connectivity we had been supplying in our Visitors Center Plaza and parking lot for residents lacking home connectivity and needing to leverage online resources. This installation now provides "WIFI" access at a strength that can support online web activity easily and going forward will additionally assist visitors to our area needing 24 x 7 access to Visitor Information and online resources. We are grateful to the PUD for taking on this project and completing it in what seems to be record-breaking time and it is already becoming known as a great location to park and connect. Thank you, PUD!

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.

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

# COVID-19 Era Reflections

I grew up in the Cold-War era. The threat of an Atomic bomb attack by the Soviet Union (now Russia) seemed very real and permeated my everyday life growing up in a rural farm



**Karen Best, Coldwell Banker Best Homes**

community. I remember duck and cover drills as a young grade-schooler tucking in under my desk, hands over my head...waiting. The fear of death from an A-bomb attack was palpable. Worse yet, I worried about what would happen if my brothers and I survived but my parents did not. That seems silly now but the cold-war era fear that gripped the country in the 1950's also gripped me. I would often fall asleep planning how I would care for my younger siblings if something happened to my parents. The nation coped with their fear by creating and implementing plans that included duck and cover drills. I coped with my own fear, and the internal stress it caused, by making my own plan.

Fast forward to 2020. We are in the middle of a world-wide pandemic, far worse than the Cold-War as the pandemic can and has caused severe illness and death. The fear of infection is very real, particularly in our county where more than a third of us are in the "high-risk" group should we contract COVID-19. The economic destruction the pandemic has caused is also very real. Jobs have been lost. Savings have been wiped out. Businesses, with no or limited sales, are barely clinging to life and some can no longer fight the fight and have permanently closed. For these individuals, life will never be the same. My heart aches for these individuals and businesses.

We are fortunate to live in a state and a county whose leadership has created a plan to help us navigate the pandemic as safely as possible. Our citizens have done an excellent job in following that plan which is based on science and fact. As I am writing this article our county has not had a new case of Covid-19 for over 4 weeks. We should all be proud of the role we played in creating that statistic. Good work, Jefferson County!

The intersection of personal and public safety and economic destruction is congested and fraught with fear, opinion, and the reality that any decision we make moving forward has risk. We, of course, need and want to follow state and local directives. We all want to make the right decision for the safety of our community. I urge you to have empathy, respect and understanding for our business community who is here to serve you and needs your support to survive. They too are trying to make decisions that are right for them, for their employees and for the community, balancing safety and economic survival.

Behind every store front or restaurant or office door there is a story and families who depend on that business succeeding. You may have all you need to be financially comfortable but what about those who do not? How many owners have their livelihood and life's savings on the line? How many families financially depend on the wages they earn from working in our local businesses? What happens to those families if that business fails? Where do they go to get another job? What happens to county revenue if businesses have to shutter?

I own two businesses and I am a partner in a third. There are 40 people (triple that if you count family members) who directly depend on my 'plan' to stay afloat. As a business owner, I will follow, implement and enhance where I can, the directives of our state and local leadership to provide maximum safety for my employees, clients, and the public. I also realize I have a responsibility to my employees and the community to do everything I can to succeed in this unprecedented time. That includes reopening my businesses as soon as allowed to do so. It also includes seeking out new technology and business practices which will help us succeed going forward.

To assist you in creating your plans, the Chamber of Jefferson County is an active convener of information and resources, for businesses in Jefferson County. I invite you to check out our website for a list of free online Chamber workshops and cafes designed to provide support and ideas to help your business succeed. You do not need to be a member to participate. [www.jeffcountychamber.org](http://www.jeffcountychamber.org)

# L&J Excavating Enterprises

From the mundane driveway job to the highly technical work of digging up concrete and metal pipes to locate leaks, L&J Excavating Enterprises owner Lue Bland loves every job he does. "I started this business to make a living and have fun. I didn't start it to get rich." A typical week for L&J Excavating might include graveling a driveway, removing brush or trees, digging electrical and water line ditches, and peeling sod for your new garden. Even foundations and new home construction are part of their work schedule. L&J's client base ranges from individuals to government agencies.

His team of very talented and highly educated partners includes Tim Twiggs, a former logger and tree feller, Rob Garten, a union operator & superintendent, and Lue himself, each of whom have 30+ years of experience and all are local to Jefferson County. "They work with me, not for me," Lue explained with a great deal of respect for their professionalism. Additionally, Lue's own sons know the trade. He can call on them when needed though they now have



and cost-effective way to accomplish the job at hand.

The son of a Chimacum schoolteacher and a caterer, Lue learned early on to be a frugal, humble and helpful community member. Rumor has it that he's a secretive but generous good Samaritan to those in need, but you won't hear it from him. When asked about it, Lue shrugged it off and gave credit to lessons learned from his own generous and caring parents. He admitted that helping others, especially youth with big dreams, is deeply rewarding.

Lue and his family, as a rule, have always been prepared for natural disaster so when the COVID-19 lockdown was ordered, he resigned himself to cultivating his large and beloved vegetable garden. However, Lue is looking forward to the lockdown being lifted because he enjoys his work, his partners, teaching the younger guys who recently joined the team, and he knows that there will always be a need for the services he provides. Regardless of the job size, Lue offers a free consultation and a personal promise to "treat you right."



their own careers. His eldest works for the PUD and his youngest as a Merchant Marine. He speaks of them with great pride. Even Tim Twiggs' son drives trucks for the team so L&J is not only a family operation, but a multi-family operation. There is room to teach the next generation not only the technical aspects of the business, but also about an enduring positive attitude and high-quality customer service. Lue says that making every job fun and satisfying his customers are top priorities in his work philosophy. He also seeks to educate customers on the most efficient

**L&J ENTERPRISES-EXCAVATING**

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## MEMBER NEWS

# Co-op Coronavirus Reflections

Kenna Eaton  
General Manager, The Food Co-op

The past couple of months have been very odd for everyone, but especially for an 'essential' business like The Food Co-op. In fact, just a few months ago, I might have thought we were important but hadn't realized we might be classified as essential, nor what that might mean in the face of a pandemic.

At the beginning of March when word was first spreading about the virus and the possibility that people might be quarantined, we saw a massive uptick in sales. Shoppers came in looking to stock up their pantry with the basics: rice, beans, sardines and toilet paper for at least two weeks. At the time, we considered it to be a good idea—after all shouldn't everyone be prepared with a full pantry in case of an emergency? We even went so far as to help our members by offering what we call "Emergency Preparedness" pricing on special orders—the lowest prices we can offer on case lots of goods and bags of staples. After a couple of weeks our entire supply chain from distributors to manufacturers crushed under the weight of all this shopping and ground to a complete halt, especially our main distributor, UNFI. It appeared there just weren't enough trained people to get the work done even as people in other jobs were being laid off. After a few weeks we began to see an improvement with product (grocery primarily) finally being available, but even today our orders are often 40% out of stock at the warehouse, forcing us to forage elsewhere for key items. And while we might have TP back in stock, now we can't get yeast or flour. On the bright side, produce sourcing has remained strong and now we truly welcome back our local fresh spring crops, thanks to the many farmers who continue to grow, process and distribute food locally.

While all this was going on, we were also facing the challenge of how to keep staff and customers as safe



as possible while doing their work or simply shopping. We made some key changes to operations in what for us was a relatively short period of time. Those changes were ones we felt would have the strongest effect from reducing store hours (to give our staff a chance to do some deeper cleaning than normal) to installing vinyl shields around the registers (our staff got pretty creative there!). We were able to stop short of limiting the number of shoppers in the store as our members managed to do that on their own. In fact, we went from an average of 1500 transactions a day to 700 almost overnight! Many other operational changes were made from sanitizing frequently touched spots every 2 hours to limiting access to our popular bulk room, from plastering the store with reminders to keep 6ft apart to closing our dining areas both inside and out. Closing our food bar was a tough decision as we know many people were depending on it for a hot meal after the restaurants were closed, but it soon became clear that we needed to take that step and put our staff resources elsewhere. Given the hands-on nature of our work it is challenging at the best of times to stay well, so we are encouraged that at this moment none of our staff have tested positive for COVID 19 (fingers crossed it stays that way). On the other hand, about 25% of our staff felt they either needed to stay home, or when possible work from home making



for a very different workplace.

One exciting change was the addition of Co-op2Go, first as delivery and then as parking lot pickup. This was made possible by a wonderful team of board members who volunteered to put together a shopping/delivery service for our members who were unable to come into the store themselves. From that start we were able to build out a more complex program offering parking lot pickup the other 5 days a week. In the final phase we plan to have a virtual online store where shoppers can select from a wide variety of coop goods, pay online and the grab their groceries to go.

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# MEMBER NEWS

## Autoworks



From the excellent auto repair service they provide, to the support they offer to local non-profits, community events, and clubs, to the relief they are working to provide in the current COVID-19 crisis, Autoworks goes above and beyond to serve the community.

Autoworks, located at 2313 3<sup>rd</sup> Street, behind Les Schwab and Westbay NAPA Auto Parts, has been under Kris and Mark DuMond's ownership 16 years. They bought Autoworks from Steve and Kathy Tucker in September of 2004. Mark, a man of all trades who brings excellence to whatever trade he is in, was working in sales at Westbay NAPA Auto Parts when Steve offered him the sale of the building and business. "It was a logical leap from the parts business to auto repair for Mark, and I have owned and run businesses for years," shared Kris. Kris took over being the company's president in 2014 when Mark joined the local Port Townsend police force. She manages all operations and administration for Autoworks; said Kris, "When Mark made the decision to become an officer, I knew I had to step up full time. I've owned and run a roofing company, I have worked in project management for a construction company, owned a coffee shop, and worked and traveled for Edward Jones, and while I may not have

inherited a creative gene, I can run a business! The transition was a seamless one." Kris has help running Autoworks from Taran, Kris and Mark's son. "Taran is the man most people know and love at the front counter," stated Kris.

As for the small and mighty group of employees, said Kris, "there is not a person on our team that I do not consider family; we hire for talent yes, but everyone fits. They are positive, giving, honest and wonderful- I have the best crew on the Peninsula! My employees do everything for our customers and then some." Autoworks is a AAA Top Shop award winner, is an EnviroStar green business, and has A.S.E. certified technicians. Said Kris, "We work on every make and model, and all years, and can do EVERYTHING that dealers can do except recalls. We have a state-of-the-art alignment machine, all the computerized diagnostic equipment and factory tools to diagnose, service, and repair your vehicles. We also offer regular maintenance and oil changes, along with complimentary inspections each service, so we can treat and keep track of the overall health of the vehicle. We also maintain records for the life of your car, should you ever need them."

When it comes to giving back, Autoworks' generosity is ingrained in their identity. Autoworks supports the Port Townsend and Tri-Area Food Banks, Port Townsend High School Senior Night, the Peninsula Support Organization STEM Club, Bayside Housing, Rakers Car Club, Kiwanis, Rhody Parade, Christmas for Children, and Toys for Tots, and many more. "We give to every kid who asks as well," shared Kris. Moreover, Autoworks offers two scholarships to high school seniors wanting to enter the trades. From Kris, "People should DEFINITELY be encouraged to go into the trades! You can combine a great education with hands-on experience, life-long learning, and a great wage that can support a family."

The COVID-19 Crisis has not dimmed Autoworks' desire

to help the community, only heightened it. Weeks before the stay-at-home order came from the state, the Autoworks team was calling their clients to check-in. They knew many of their clientele was in a high-risk category and likely in need of services and assistance before the crisis worsened. The Autoworks team purchased and drove toilet paper and other supplies to clients, went to houses to pick-up cars, and helped with rides. "No one knew what to do," said Kris, "but we knew we needed to do something- we had to do something."

In fact, if you are need your day lightened- check out the Autoworks Facebook page that is updated daily and is intentionally keeping it light and trying to make you smile. "When we get through this crisis, come visit even if you don't have an appointment; we strive to be a place where people want to go; we will be here for and will continue working to provide the best service possible, always." Autoworks is open Mon-Fri 8-5pm. Check out the Autoworks website [www.autoworkspt.com](http://www.autoworkspt.com), the Autoworks Facebook page @ AutoworksPortTownsend, or call 360-385-5682.

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## MEMBER NEWS

# CafeTenby: Home of Pippa's Real Tea



"We are grateful to be here and wouldn't want to be anywhere else, even with the challenges the COVID-19 crisis has brought" said Kelley Winchester and Andrew Griffiths, new owners of Pippa's Real Tea. Kelley and Andrew bought Pippa's Real Tea in January of 2020. They are keeping the name but adding in a name of their own: cafeTenby. Tenby is a coastal town in Wales, where Andrew is from, and in Kelley and Andrew's estimation, the "Port Townsend of Wales." Tenby in Welsh translates to "Fortlet of the Fish." Despite only having two short months to settle in before the pandemic hit, both Kelley and Andrew remain hopeful and are actively working to keep cafeTenby: Home of Pippa's Real Tea going and revitalize post-pandemic.

For many years, Kelley and Andrew lived and worked in Portland and owned a café from 2009 to 2018. Baking is a passion of Kelley's; she has been a baker now for over 18 years and trained with chefs and bakers all across Portland. Andrew also nurtured a love of baking from early on, working as an apprentice baker and bakery manager in North Carolina for many years. Andrew and Kelley met in Portland in 2005, married in 2010, and have found there is nothing they can't do together. While the couple loved the café business, Portland began to feel too busy and too fast. After finding the sale of Pippa's Real Tea online, Andrew admitted, "all it took was one visit to Pippa's and Port Townsend and the seed was planted." Kelley continued, "We love that Port Townsend is surrounded by water, it has a positive feel, and is community-centered. As for tea, we love learning new things (we are constantly doing tastings and learning from knowledgeable co-workers) and we are fascinated by the world of tea; you can always have another glass of tea!"

Given the pandemic and their status as newcomers, Kelley and Andrew were surprised and extremely grateful that numerous customers continued to support the café by ordering take-out, leaving generous tips, purchasing gift certificates, and more. "We struggled with whether we should stay open or not, but most people we have talked with so far have shared they are grateful we did. Our landlord has been kind, we are paying bills as best we can, and no government funding has come through yet. Our only working employee at the moment is our manager. That being said, our employees are amazing and so supportive; we have a very positive relationship." The café is still open during the COVID-19 crisis on Tuesdays, Thursdays, and Saturdays, from 8:00AM to 3:00PM.

When it comes to what business will be like post-pandemic, Kelley stated, "It's hard to know what it's going to be like, it'll be an interesting transition for sure. We are already thinking about and have lots of questions around the balance of business and keeping people safe. We hope and look forward to opening the courtyard area, offering breakfast, and eventually lunch. I have a love of simple, nutritious meals, especially veggies! Our plan is to get veggies from the area and source locally."

Continued Kelley, "A lot of people are

worried it will change. We love Pippa's as it is, we do not see it as in need of fixing. You have to appreciate what's here and what people like about it; we see this as a learning time and time to collect information about what people wish to see. There will be updates but on a small scale, like expanding the food program and High Tea, and adding coffee. Already we are learning customers' names and favorite drinks and look forward to meeting more of the community. We want to continue to have a community feel, tourism is only a bonus." Andrew built on talk of the future: "We may continue with takeout post-pandemic because of its popularity. Also, we partnered with Petals PT to do mixed flower and tea baskets and look forward to partnering with them again as well as other businesses in the area."

Once it is safe to do so, the café will go back to more days and hours of Wednesday through Sunday, 8:00AM to 5:00PM; give them a call or check their new website soon for updates. Possible tantalizing things to look forward to when you visit: Kelley's pastries, the breakfast burritos, and new breakfast and lunch options!



### Pippa's Real Tea

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## 2020 Word of the Year: Unprecedented

Brett Payseno

Store Director, Port Townsend Safeway

We live in “unprecedented” times, navigate “unprecedented” changes in the world around us, and experience “unprecedented” shifts in the ways we must now support and interact within our communities. One such shift can be found on front lines of the retail grocery store.

In the 22 years I have worked for Safeway, I have never seen changes like those in the last couple of months, with near-daily modifications regarding how shopping takes place inside our store. We have:

- Limited store hours, 6am-10pm
- Designated staff assigned solely for cleaning and sanitizing
- Plexi-glass partitions at check stands
- Senior and vulnerable citizens shopping hours on Tuesdays and Thursdays
- Social-distancing signs and decals on the floors for six-foot distancing
- Capacity limitations on the number of people allowed in the store
- Directional signage on aisles
- All vendors and employees health-screened before entry
- Customers self-screening for symptoms
- Face masks required for all employees
- Free mailing of pharmacy prescriptions to patients
- Additional \$2.00/hour of appreciation pay for all hourly employees

And these are only some of adjustments that have taken place; there have been many more!

Customers, employees, and vendors have all “come together by staying apart” to keep each other safe while providing for our community. I continue to be impressed by our staff and how flexible and supportive they are. They take the time to learn the most recent information, which I post in a daily newsletter by the time clock. Knowledge is power, and by keeping our team informed, we are better able to serve our community.

Our “Drive Up and Go” eCommerce department has more than doubled in size to meet the increased demand



in our community. The “DUG Team,” led by Rachel Hill, held its grand opening at the beginning of March—just in the nick of time! The team is extremely dedicated to making sure all customers’ orders are filled; they have worked many overtime hours and late shifts to ensure this happens. Our customers are grateful for the service and the feedback has been overwhelmingly positive.

Through these difficult times, we have seen tremendous support from our community, for which I am sincerely grateful. Shortly after Gov. Inslee issued the stay-at-home order, Goodman Sanitation donated a handwashing station. It is in great demand with our customers; the service driver always comments how much use this station gets versus others around the town. I have offered to pay for every servicing, but the driver reminds me Goodman Sanitation wants to serve the community and keep folks safe. Yet another inspirational reminder of how much good is in our community and why we enjoy living and working in Port Townsend.

Another time, on a particularly difficult Friday, Shannon Kennedy from Pizza Factory made a donation for all the employees working that evening. What she didn’t know is that many of us were staying late to serve our customers; the only reason we had time to eat dinner was because she was kind enough to bring us hot pizza! Needless to say, it was a big hit and there were no leftovers.

Another of our customers, Linda Roslund, has been



coordinating community mask-making efforts which has helped to bring a steady stream of cloth masks to our store for public distribution. They tend to go fast, as our community knows that doing their part to keep each other safe includes covering their face.

While each day is a new adventure with its own twists and turns, I enjoy coming to work each day knowing how truly amazing the Port Townsend Safeway customers and employees are. Our team members have worked countless hours of overtime to make sure the store is clean and stocked. Our customers thank us daily, and even write notes to the store, for showing up to work on the front lines... appropriately socially spaced, of course. We are so grateful to be part of this incredible community and the many ways we have come together in these “unprecedented” times.

**Safeway**

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# VOLUNTEER OPPORTUNITIES

## Post-COVID-19

As our business community and wider community both begin to Reimagine, Reengineer and Revitalize following the COVID-19 shutdown, the Chamber is similarly looking at ways to meet changing needs.

As with so many other organizations, the Chamber and Visitor Center have been closed ever since mid-March in order to protect the health of our volunteers and the greater community, as well as to align with state orders. We miss our incredible volunteer team and look forward to having volunteers, staff, and visitors back in the Visitor Center as soon as it is safe to do so!

There are new opportunities to give back to our community as we start down the road of recovery. Consider joining the Volunteer Class of 2020 for the Port Townsend Visitor Center and volunteer yourself or with a partner, as a business team, or as a family. 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

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)

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