



ORO VALLEY CHAMBER

CONNECTIONS • COMMUNITY • COLLABORATION

How to engage with your customers during pandemic

Your Chamber's **Martin Reichgott** tuned in to a **U.S. Chamber of Commerce** digital program regarding customers. He gathered this list:

What we're hearing about engaging your customers during coronavirus

- When you're forced to be an entrepreneur again, get **back to basics**.
 - Express **gratitude** to your customers.
 - Emphasize **community** and your piece in it.
 - Your business opened to fill a need in the community. Identify how it fits the **new needs**.
 - **Mine your data** to connect: emails, social media, phone numbers. Start building that **database** now if it's incomplete.
 - Customers want to **hear** from you. Balance being overtly promotional with being **informational**.
 - Find **new** partners. What's the mutual benefit to teaming up? Be excited to ask questions.
 - Choose **1 or 2 social media platforms** and do them **well**. Research which platform your target demographic uses.
 - Be **empathetic** when selling.
 - **Reposition** the spotlight: if you can't sell the steak, bottle the seasoning.
-

This Week's

Update

Friday, April 17,
2020

Watch for survey
from Chamber
in your inbox

Your Chamber board's
strategic planning task force

has drafted a **survey** about the Chamber as we pursue a **3-year plan**.

It's landing in your inbox **today!**

We'd **appreciate** your time – even in this moment – to share feedback on the Chamber's **performance**, and how we can **improve** in the months and years ahead. You can help us get better!

Thanks, always, for your membership and support.

Lionel Kier is new director at Quail Park / OV

Lionel Kier is the new executive director at **Quail Park of Oro Valley**.

Lionel comes to the Oracle Road property after years with the **Country Club of La Cholla**.

Quail Park of Oro Valley is an independent living, assisted living and memory care community with respite short-stay furnished apartments available, too.

"Feel free to reach out to **Julie Enfield**, **Hope Noble**, or **myself** for additional information about our new community," Lionel said. "Move-in specials and a safe environment for the care of your family member, neighbor, or friend. No COVID-19 here, with excellent care, meals, and fun."

Quail Park is located at **9005 N. Oracle**. Call Lionel for a virtual tour at **520-989-3807**, or go to qporovalley.com.

Share your offers with renewing, new members

Do you have an **offer** for fellow Chamber members? Send it to us, and we'll **include** your ad, coupon or discount insert in the thank-you cards we send to **every** new and renewing Chamber member.

We've had a **wide array** of offer cards, to include discounts at storage facilities, introductory

offers to gyms, deals for senior living ... whatever offer you'd



#DineOVAZ

- **Order** take-out
- **Post** a photo on social media
- **Tag** the restaurant you ordered from along with **#DineOVAZ** and **@theOVChamber**



You'll be entered to **win** weekly gift cards to OV restaurants!



ORO VALLEY
CHAMBER

COMMUNITY



Click here to learn status of financial institutions re: SBA application processs

Your Chamber has queried member financial institutions to learn their status on **Paycheck Protection Plan** applications.

Nearly **all** were taking applications as of mid-week. While a number are giving current customers priority, others have opened the process to any business needing help.

We've assembled a **spreadsheet** with institution name, contact person if available, and contact information. [Click here](#) to access it.

Need help? Tap the Board

Need help with a business challenge during the pandemic? **Tap the Board.**

Your Chamber board has a broad wealth of **experience** and **expertise**, and our volunteers are willing to help you now.

The board has **established leaders** in information technology, insurance, senior living, public safety and finance, just on its executive committee.

Beyond those people, board members are experts in small business operation, banking, financing, lending, strategic and business planning, marketing, non-profit operation, automotive repair, plumbing, cooling and heating, large-scale business logistics, hospitality, leisure time management, real estate, health care and government.

They offer their **time** and **services** to help you get through. To reach them with a question, send it please to board@orovalleychamber.com.

like to make to a Chamber member. It's **free** to you. "Now, more than ever, use our thank-yous as a way to **build relationships** within our Chamber," **President / CEO Dave Perry** said. To get your deal into the cards, call **Duane** at **520-297-2191**, or email him [here](#).

U.S. Chamber Foundation launches a fund for 1-time relief to smaller employers

To extend a helping hand to small businesses suffering the impacts of the pandemic, the U.S. Chamber Foundation has launched its "**Save Small Business Fund**," providing **\$5,000** in short-term relief to employers across the U.S.

The effort, in partnership with a number of donors, businesses and foundations, is intended to provide **1-time supplemental cash grants** for businesses with **3 to 20** employees that operate in an "economically vulnerable community," defined as the **lower 80 percent** of U.S. zip codes.

The grant application will go **live** this **Monday, April 20** at noon Pacific. To learn more about the Save Small Business Fund and to apply for a grant, visit www.savesmallbusiness.com.

Splendido has job openings

Chamber Copper member **Splendido** is seeking restaurant staff, housekeepers, and other team members for its Life Plan Community serving those 55 and better. **Splendido** offers robust **benefits** including tuition reimbursement, medical benefits, strong employer match on 401(k), generous PTO, and more. Find **part-time** and **full-time** positions at splendidotucson.com/jobs.

The Rancho Vistoso business is also offering **entry-level** health care positions, with Life Enrichment Aide openings available in its health center. "You can complete your training while getting paid," an announcement said. "No experience necessary. If you are already certified, we have CNA, RN, and LPN roles available. For open positions and to read about generous benefits, including a discount on the Grand Canyon University tuition, visit splendidotucson.com/jobs. Questions? Call today at **(520) 878.2608**.

Front-line medical workers can arrange for room stays at resort via affiliate groups

Chamber Gold member **El Conquistador Tucson, A Hilton Resort** is part of a program to house critical care workers at **no charge** for up to a week.

Here's how it works:

Members of various **health care associations** can work through those groups to enroll and request accommodations at participating Hilton properties. Doctors, nurses, EMTs, paramedics and medical professionals can have a place to rest at the resort for up to 7 nights without charge. In so doing, they can rest, recharge and keep their families **safe**.

Registrations must occur through the **associations**, which are:

- American Association of Critical Care Nurses
- American Association of Respiratory Care
- American College of Emergency Physicians
- American Hospital Association
- American Nurses Association
- Emergency Medicine Residents' Association
- Emergency Nurses Association
- National Association of Emergency Medical Technicians
- Society of Critical Care Medicine
- Society of Emergency Medicine Physicians Assistants
- Society of Hospital Medicine.

"We can maintain the room and go through our extensive **cleaning**



**EL CONQUISTADOR
TUCSON**
A HILTON RESORT



We can share Roche's info on screening work force

Chamber Diamond member **Roche Tissue Diagnostics** is an early leader in coronavirus screening for its work force. On its Oro Valley campus, **Roche** has set up a system that quickly checks employees for symptoms before they enter the facilities. It's working **well**, and our friends at Roche are willing to share what they've done, and learned.

We can send you more information; email [Dave](#), or call **520-334-0349**.

County's hotline for dislocated workers more than a job aid

The Pima County Dislocated Worker Hotline is serving to help in many other ways than just guidance with Arizona unemployment benefits.

The hotline -- **520-724-5375** -- was established March 26 to respond to the [unprecedented surge in unemployment](#) due to the COVID-19 pandemic. But the hotline, set up through Chamber member the **Pima County One-Stop Career Center**, is transitioning into a beefed-up, full-service role that aligns with the traditional **assistance** offered by the county's Community Services Employment and Training department, a release said.

program before the next guest is assigned that room," El Conquistador General Manager **Otton Suarez** said. "At our resort we have come up with a specific bank of units in the Casita Village that is best suited for the appropriate social distancing and allowing for comfort and relaxation for these guests."

The program is being provided in partnership with Hilton and American Express.

Wellness Wednesday webinars are free with UA Health Sciences

Each Wednesday is now **Wellness Wednesday** through the University of Arizona, which offers **free**, interactive, 30-minute webinars with UA experts.



Wellness Wednesdays: A Community Connection is a weekly **lunchtime** event to promote nutritious foods, healthy minds and strong bodies. UA Health Sciences faculty, staff and students will provide thoughtful guidance, information and tools to help support individuals while navigating through a new reality during a stay-at-home order.

Registration is **required** for all events. Upon registration, a confirmation email with login information and instructions will be sent.

The upcoming schedule is:

Wednesday, April 22: Shift to Optimistic Thinking Through Art: Learn how art plays an important role in staying positive during stressful times. Guest speaker Dr. Cynthia Standley is a professor in the Department of Bioethics and Medical Humanism at the University of Arizona College of Medicine – Phoenix, and program director of the Art in Medicine program.

Wednesday, April 29: The Power of Breath: Transforming the way we perceive, experience and respond to life. Guest speaker Sarah Beaudry is vice president of marketing and communications at the University of Arizona Alumni Association and a certified yoga teacher.

Wednesday, May 6: Healthy Eating at Home: Discover Tasty Smoothies, New Salad Dressings and More. Guest speaker Elizabeth Sparks is assistant agent at Cooperative Extension - University of Arizona College of Agriculture and Life Sciences.

Have **questions**? Please contact event coordinator **Annemarie Medina**, director of corporate and community relations for the University of Arizona Health Sciences by email annemariemedina@arizona.edu or by phone **520-621-6838**.

Long's Lisa Bayless gives

"It's **resources**, it's **food**, it's **rental** assistance, it's **utility** assistance," said Michael Gates, manager of the Dislocated Worker Program. "And it's **jobs**, and it's training and support services."

For information, call the Community Action Agency at **520-724-2667**. Or click on these links:

[Job openings in Pima County](#)
[PimaWorks.com](#):

Information and resources for individuals and business owners to help them navigate the economic disruption from COVID-19.

The Arizona Group seeks an agent

Chamber member **The Arizona Group** is seeking a **licensed** insurance agent who would serve as a commercial account manager.

This **expanding** insurance company, with offices at Oracle and Magee in Oro Valley, seeks a **career-minded, dependable** and **driven** individual for its position. It is a **full-time** position with **benefits** and **bonus** opportunities. "We offer a professional setting, teamwork values, and an environment that is highly automated," an ad said.

The Arizona Group is a premier full-service insurance brokerage "where our client touches set us apart! Come join our amazing team!"

The job is posted with indeed.com.

Beacon Group needs masks for custodial crews

Chamber member **Beacon Group** needs personal masks

for its custodial crews.

"Because our crews work in government offices and in other businesses deemed essential, there has been a greater than usual demand for our services."

2nd K-9, Risu, to OV Police

In February, Chamber member **Lisa Bayless**, sales professional with Long Realty, provided the Oro Valley Police Department with a patrol dog — for a **second** time.

It's becoming a habit for Bayless, who gifted **K-9 Diesel** to the OVPD. This time, **K-9 Risu** has been presented to the department.

A **\$15,000** gift from Bayless funded Risu's purchase as well as additional training opportunities for the OVPD's K-9 unit.

"One of the reasons people move to Oro Valley is because it's a **safe** town. The OVPD obviously plays a large role in creating a safe environment for all residents to enjoy," Bayless said. "I'm pleased to support their efforts because I love Oro Valley. And I love dogs."

Risu takes over from K-9 Bruno, who retired in early February after seven years of service, which included his detection of drugs worth a **million** dollars. A video-gone-viral showed OVPD Officer Roger Reynolds — also Risu's handler — treating Bruno to an ice cream sandwich during his last day on the job.

A year-old Belgian Malinois from the Czech Republic, Risu is trained in patrol tactics and narcotics detection. He's been quietly working with the OVPD since December, waiting for Bruno to retire before going on active duty. Risu will share patrol duties with K-9 Justin.

A native Tucsonan, Oro Valley resident and head of the **Lisa Bayless Team** from Long Realty's Oro Valley office, Bayless has been a sales pro since 2007. Specializing in Oro Valley, Marana, Catalina Foothills and greater northwest Tucson residential properties, she ranks in the top 1 percent of all Tucson-area sales agents. She is active with numerous nonprofits and is past president of the board of the Boys & Girls Clubs of Tucson.

For more information, contact **Lisa Bayless** at lisab@longrealty.com, or by phone at **(520)668-8293**.



BUSINESS BLURBS

If you'd like to be featured in our business blurbs, email Dave at dave@orovalleychamber.com.

Fleet Feet Sports, located in Oracle Crossings, is helping workers on the front lines of the community by providing a variety of services for them.

usual demand for our services, a release said. "It has become increasingly **difficult** to find face masks for our crew members. We set up some sewing machines in one of our production areas and are making masks, but cannot come close to meeting the supply needed in a timely manner."

Go to www.beacongroup.org to help.

Your links to...

[CARES Act training](#)

[Coronavirus Emergency Loans Small Business Checklist](#)

[Arizona Commerce Authority on ensuring business continuity](#)

[Unemployment Insurance Benefits under the CARES Act](#)

[8 things your small business needs to do](#)

[Everything You Need to Know About Coronavirus Federal Small Business Stimulus Aid Programs](#)

[Small Business Paycheck Protection Program](#)

[Paycheck Protection Program Lender Information Sheet](#)

[Paycheck Protection Program Borrower Information Sheet](#)

[Active SBA lenders located in Arizona](#)

[Small Business Resources from Senator Martha McSally](#)

[Arizona Daily Star listing of more than 500 local restaurants open for business](#)

[PimaEats](#)

[Business Resources from AcacialT](#)

[Resources from the Town of](#)

the frontline of the pandemic by **donating** 1 pair of shoes a day for each HOKA brand pair it sells. Each day, HOKA Heroes will donate 1 pair of shoes to a deserving frontline hero. Nominate a hero at fleetfeettucson.com.

Fleet Feet is open from **noon to 5 p.m.** at **7607 N. Oracle, Suite 121** in Oro Valley. The phone is **520-219-2323**, the website fleetfeettucson.com. "We definitely want to support our frontline workers," owner **Anne Stancil** said.

...

Chamber member **Mr. A+ Academy** is offering **2 free** tutoring lessons online to all public service employees – police officers, nurses, emergency responders, physicians, anyone who's taking care of everyone during the pandemic.

"I want to take care of their kids while they are working," said **Hank Hu**, owner and operator of the Oro Valley business.

Hank is an experienced, degreed math educator who finds **joy** in teaching people of all ages how to do simple and complex mathematics. He can be reached at **520-906-6160**, or by e-mail at mr.aplustutoring@gmail.com.

Mr. A+ Academy is located at **10132 N. Oracle, Suite 180**, in Oro Valley. The website is misteraplus.com.

...

Spring golf rates are open now at **The Views Golf Club** at Oro Valley.

Through **May 31**, members of the **public** can play **18** holes for **\$65**, **nine** holes for **\$40**. Twilight rates, after 2 p.m., are \$40 for both 9 and 18 holes. Taxes do apply, and there are fees for golf cart rental. Pro shop hours are **6 a.m.-5 p.m.**; call **520-825-3110**.

...

April golf specials continue at **El Conquistador Golf & Tennis**, operated by the Town of Oro Valley from its base at the Oro Valley Community Center.

During April, golfers receive a **\$10** gift voucher with a round of golf. That's available on tee times **before 2 p.m.** daily. The vouchers must be redeemed on the **day of** play in the Garden Café, on the beverage cart, or on merchandise in the golf shop. Call **520-544-1801**, or go to elcongolfandtennis.com.

...

Catalina Craft Pizza is going **RED** on **Wednesday, April 22**. RED, meaning "Re-open Earth Day!" means "Reserved Efficient Delivery" with **no-charge** deliveries on orders by **2** or more neighbor families; "Replenish Entire Dinners," once again working with CCP's longtime partner IMPACT of Southern Arizona to provide full meals to IMPACT's food bank for those in need.

CCP will be selling custom RED bandanas with proceeds to fund feeding **first responders** at Golder Ranch Fire District. And through "Renewed Entertainment Delight," CCP will also will be starting its "Sidewalk Series," featuring CCP regular and debut musicians playing out front of the restaurant to entertain curbside carryout customers. **Catalina Craft**

Pizza is located at **15930 N. Oracle**, Catalina. The website is catalinacraftpizza.com.

...

Panera Bread is offering a **20 percent** discount on **Panera** gift cards.

"With everything going on, we think you've earned a little something sweet. Or savory. Or anything, really. Right now, our gift cards

[Resources from the Town of Oro Valley](#)

[Resources from your Chamber](#)

[Economic Injury Disaster Loans](#) from the Small Business Administration

[Click here](#) to read **Gayle Petrillo's** perspective on the pandemic ...

Chamber eateries open for business

A Simple Cookie call 520-647-3159 and place an order

Carrabba's Italian Grill

Chili's Bar & Grill

Dream Dinners

Freddy's Frozen Custard and Steakburgers call 520-989-0067 and place a ToGo order (or just go through the drive-through!)

Gourmet Girls Gluten-Free Bakery / Bistro call 520-408-9000 and place a ToGo order

Growler USA Oro Valley call 520-612-7208 and place a ToGo order

Honey Baked Ham & Cafe

Kneaders Bakery & Cafe

La Hacienda Mexican Restaurant call 520-297-1695 and place a ToGo order

Mama's Famous Pizza & Heros

McDonald's, Magee / Oracle

MOD Pizza

Noble Hops call 520-797-4677 and place a ToGo order

Panera Bread is offering FREE delivery and has expanded their delivery area. **Panera Coupons**

Red Lobster

something sweet. Or savory. Or anything, really. Right now, our gift cards are **20% off** when you buy online—and that's like 20% off everything!"

The Oracle and First store is also offering **free contactless delivery** on spring favorites such as strawberry poppyseed salad, summer corn chowder, new Southwest chicken tortilla soup. All deliveries over **\$15** are **free** through April 30 with the code **FREEDELIVERY**. Go to panerabread.com.

\$18,500



**ORO VALLEY
CHAMBER**

CONNECTIONS • COMMUNITY • COLLABORATION



**ORO VALLEY
CHAMBER
FOUNDATION**



\$18,500. That's the **amount** of **donations** and **commitments** your Chamber Foundation has received for the purchase of **\$75 Walmart grocery cards** to help displaced workers put food on the table during the pandemic.

Your Chamber and its Foundation seeded the effort with **\$5,000 each**. Since, we've had major gifts and commitments from Diamond member **Pima Federal Credit Union**, the **Oro Valley American Legion Post 132 & Auxiliary**, along with the **Walmart Foundation** and a number of **private individuals**.

We're **so grateful for the help**.

That's enough money to buy **246 cards**. We'll run through those **quickly**. If you are able to and interested in helping, please click here: [DONATE NOW](#).

The **first batch** of gift cards arrived Thursday. We'll be reaching out to Chamber members that have **laid off** workers or **reduced** people's pay, get them the cards, and ask them to deliver to people who need a hand.

Total Transit



Total Transit, operating as **totalride**, is a local business that

Rosati's Pizza Sports Pub call 520-229-0083 and place a ToGo order

Savaya Coffee Market call 520-447-5713 and place a ToGo order. Open 7am-1pm daily. They have new *affordable* home brewing options and will give a discount to OVCC members on coffee beans!

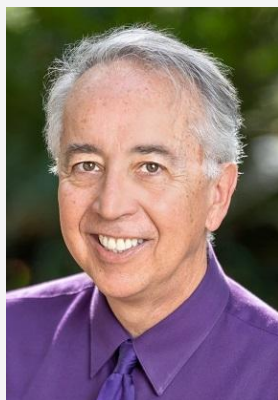
Tap & Bottle

The Views Restaurant call 520-825-3277 and place a ToGo order

Westward Look is offering ToGo meals, two for the price of one!

zpizza Tap Room

Thanks for reading



Dave Perry
President & CEO



has been serving Arizona since 1984. Transportation services offered include; Demand Response, Taxi, TNC (Rideshare), Fixed Route, Paratransit, School Bus and Charter.

Please check out our website for further information on the services offered: <https://www.totalride.com>

During the COVID-19 outbreak, we are also offering services related to package and food delivery. Our independent contractor and employee drivers all have passed federal background checks and drug / alcohol drug screenings. In addition, all drivers and vehicles are covered by company provided insurance.



Shown here are the vehicle types that would be serving the package / food delivery needs of those in need. Toyota Prius sedans and Toyota Sienna and Ford vans are part of the totalride fleet. In addition, our independent contractor drivers would provide this service using their personal rideshare vehicles.

With an office in Phoenix and another in Tucson, **totalride** can serve those in need in the Phoenix and Tucson metropolitan areas from Surprise to Casa Grande and Oro Valley to Green Valley

Phoenix Office: 12815 N 39th Avenue, Phoenix, AZ 85029
Tucson Office: 829 W Silverlake Road, Tucson, AZ 85713



Phoenix, Chandler, Tucson and Oro Valley Chamber Members



For more information regarding these services contact:

Reno Navarette — Vice President & General Manager — rnavarette@totalride.com — 602.348.3664

This is an advertisement.

Outpatient Services are Right Next Door

Serving clients with addiction, grief, and loss

Sierra Tucson's **Outpatient Programs** include

- Partial Hospitalization Program (PHP)
- Intensive Outpatient Program (IOP)

In Person



Martin Reichgott
Director of Business
Development



Duane Macklin
Member Services Director

Headshots above courtesy
[Ambrose Photography](#)



Kristen Sharp
Events Director

Our Board of Directors

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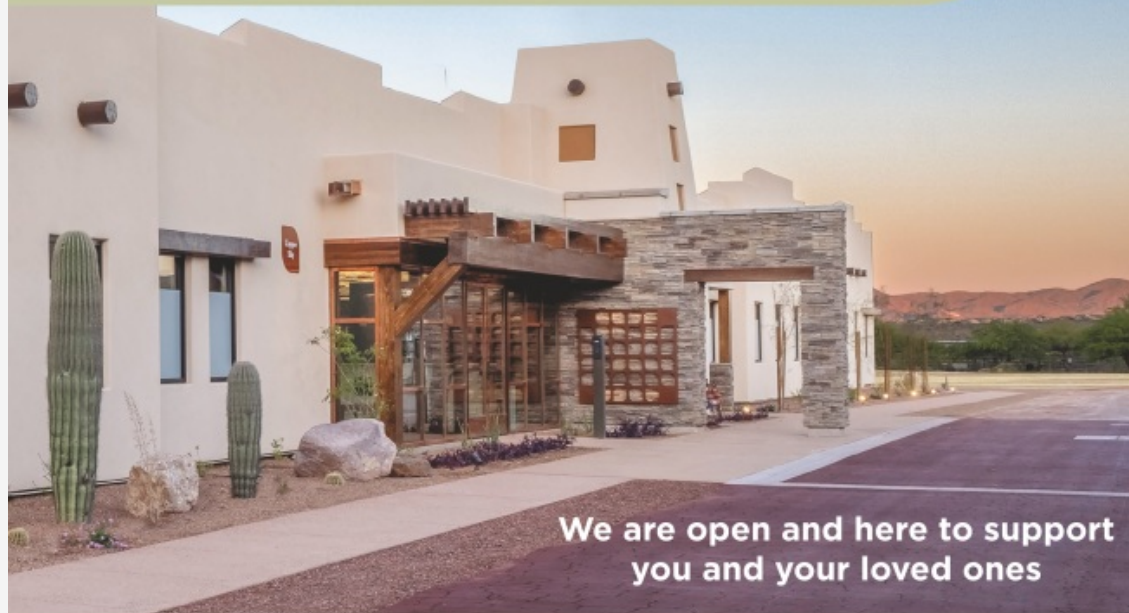
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**In Person
or via
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Both programs engage clients in therapeutic modalities provided by master's level clinicians including individual and group therapy, EMDR, equine therapy, Somatic Experiencing® therapy, and more.

Call us today to learn more about our Outpatient Programs.



**We are open and here to support
you and your loved ones**

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Where Change Begins®

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Employees working from home?
Hackers are having a field day
as security is out the window!

Pima Federal Credit Union

Past chair

Toni Dorsey
AAA Arizona

Members

Veronica Apodaca
Northwest Healthcare

Ron Arenas

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Canyon Community Bank

Otton Suarez

*El Conquistador Tucson,
A Hilton Resort*

Jack Talmage

Oro Valley Country Club

Ex-officio

JJ Johnston

Town of Oro Valley

Since employees are now working from home on their personal computers, there is no way for you to know if they have antivirus software, if security patches are being installed or routers are configured properly.

This makes the #1 threat to any business's IT its employees!

www.acaciait.com/being-hacked

We are open and we are supporting businesses.

We have been answering questions and putting together resources for you to use in your quest to remote work or your staffs. Please visit our resources page and see what we have you can implement or use.

www.acaciait.com/business-resources

Now more then even business has to push forward to support our community. Please give me a call if you need to discuss any IT needs.



Greg Durnan, CEO of Acacia I.T. for
27 years and Active
Community Business Leader

Wishing you a healthy and successful month in business!

Greg Durnan

greg@acaciait.com

AcaciaIT

*Proud to support the Oro Valley
Chamber of Commerce's I.T. needs.*

(520) 751-0888

This is an advertisement.

OFFICE with a **VIEW**
WORKING FROM HOME JUST GOT UPGRADED



Reserve a Casita Suite for Day Use at only \$72+tax

Featuring beautiful mountain or desert views, our secluded one, two, and three-bedroom Casita Suites feature a private entrance, separate living/dining room with fireplace and private patio. Accommodations include a well-lit work desk and ergonomic chair. Casita Suites will comfortably accommodate group meetings up to 6 and feature a spacious dining room table and separate living room with casual seating. Complimentary Wi-Fi is included. Rate includes a \$10 coupon for our Grab and Go Café. Day use hours available 8AM to 6PM.



Standard Room Day Use for only \$62+tax

Accommodations include a well-lit work desk and ergonomic chair. Rate includes Hi-Speed Wifi and a \$10 coupon for our Grab and Go Café. Day use hours available 8AM to 6PM.



**EL CONQUISTADOR
TUCSON**
A HILTON RESORT

Please call us direct at **520-544-5000** to confirm your private office with a view, or email us at TUSHT-Sales@Hilton.com for more information or to arrange a tour. 10000 N Oracle Rd, Tucson, AZ 85704

This is an advertisement.



IN ORO VALLEY,

Census data determines how more than \$675 billion are spent for state,

United States®
Census

EVERYONE COUNTS!

county and local programs and services. The census is important, so be sure you are counted, Oro Valley! [LEARN MORE](#)

Census 2020

Greater Oro Valley Chamber of Commerce

p: 520.297.2191

7435 N. Oracle Road, #107, Oro Valley, AZ 85704

www.orovalleychamber.com

[Like us on Facebook!](#)

Our Mission

Maximizing Greater Oro Valley's unmatched assets.