

GoWest

Plains

◆
*Business
Guide*
◆

*Coverage of
Airway Heights,
Fairchild AFB,
Cheney and
Medical Lake
included*

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#kindessnotcovid*



Our core purpose is to be the strategic partner in the advancement of the West Plains, and the advancement of your business. Since 1942, the Chamber has helped prepare the communities of Airway Heights, Cheney, Medical Lake, Fairchild AFB, and West Spokane County for growth and today we are one of the fastest growing areas in the state and an essential asset in the Greater Spokane Region.

If you are a business that is located in the West Plains, serves the West Plains, or sees the opportunities in our area, you belong with us. See for yourself that there is a growing energy and excitement in our Chamber.

Membership with the West Plains Chamber of Commerce offers:

- An organization that listens to the needs of its members and champions the key issues affecting businesses in the community.
- Networking and marketing opportunities with business leaders and decision makers in the area.
- An advocacy partner in local, regional, and state issues that directly impact business in the West Plains.
- A connection to resources and information needed to advance your business forward.

We believe in the future of the West Plains and invite you to join us.



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Reach us at (509) 747-8480 or chamber@westplainschamber.org

Welcome to the inaugural

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Index

| | |
|--|----|
| West Plains Roasters brewing success..... | 4 |
| Staying close-to-home helps save Farm Salvation..... | 6 |
| Hotels implement new health protocols amid virus..... | 8 |
| Mason Jar's LaBar keeps finding a way..... | 10 |
| Eastern Washington University took action early..... | 12 |
| Safety is nothing new for Fairchild AFB airmen..... | 14 |
| The drive-thru saved Cheney Zip's bacon..... | 16 |
| Marketplace had to move fast to survive..... | 18 |
| Up-and-down times for the city of Cheney..... | 19 |
| Map of the West Plains..... | 20 |
| Into the oven for LeFevre Bakery Cafe's new owner..... | 22 |
| Spokane International stays on top of COVID-19.... | 24 |
| A new spark's possible for Cheney business park..... | 26 |
| 'We've had a good year,' Fairway's Kellen reports..... | 28 |
| Airway Heights Rec Center looks to reopen..... | 30 |
| A breath of fresh air..... | 31 |
| Business and Service Directory..... | 32 |

◆ Business Guide ◆

With more than 2,500 West Plains businesses, why go anywhere else?

Welcome, welcome, welcome ... to the West Plains Business Guide.

In this era of coronavirus protocols, it's important to remember that the West Plains is a safe, friendly place to do business. That's the purpose of this business guide — to remind you our businesses are open and they are looking out for your safety and health.



Whether you're planning dinner, need a professional service or are shopping, our communities have everything you need. In fact, state records show there are 537 currently licensed businesses in Airway Heights, 1,364 in Cheney, 91 at Fairchild Air Force Base, 18 in Four Lakes and 493 in Medical Lake.

That's more than 2,500 businesses to choose from, right here. With that many choices offering a safe and welcoming business experience, why go anywhere else?

This magazine is your guide to some of the local businesses and organizations that are doing things right in these difficult times. We know there are many, many more taking innovative steps to stay open and keep you safe. But we couldn't possibly cover them all.

We encourage you to remain here close to home, dine, buy and hire local. Be kind to businesses, their employees and your fellow customers.

Thanks for reading, and for supporting West Plains businesses.

Roger Harnack
Publisher

Go West Plains

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Editor
Paul
Delaney



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Cover Photo: West Plains Roasters owner Andy LaBolle. Photo by Hannah Sophia Photography



Andy LaBolle, along with his wife Hannah, are just less than a year into opening West Plains Roasters at 108 College Ave., Cheney. So far, they have successfully steered through COVID-19 and won the West Plains Chamber of Commerce's "Best Small Business Award."

— Hannah Sophia Photography

West Plains Roasters brewing success

New Cheney coffee supplier has unique approach to impactful beverage

By Paul Delaney

There are coffee lovers, and we all likely know one or a legion of them. But along with unique offerings from their shop on College Avenue, Cheney's Andy and Hannah LaBolle might have crafted a new term — "coffee lifers."

Less than a year ago, the couple launched West Plains Roasters at 108 College Ave. They were recently honored as the West Plains Chamber of Commerce "Small Business of the Year" at the Best of the West event Nov. 6.

Normally a festive live dinner and ceremony, Best of the West joined the long line of digital events.

"We're less than a year old, so. I'm quite frankly impressed," Andy LaBolle said.

While it was largely the written word and testimonials provided by chamber members that drove votes for the honor, merely speaking with LaBolle and letting him wax historic about coffee can close a sale for the passion he has for the drink. Traditionally, "Coffee houses really started the foundation of bridging the social gaps, the economic gaps," he says.

"I mean, if you ever researched the history of coffee, one of the things about coffee houses that changed the world historically is it was the first time in history the rich, the poor, the people of status, the people of poverty, they shared the same thing together in relationship and community."

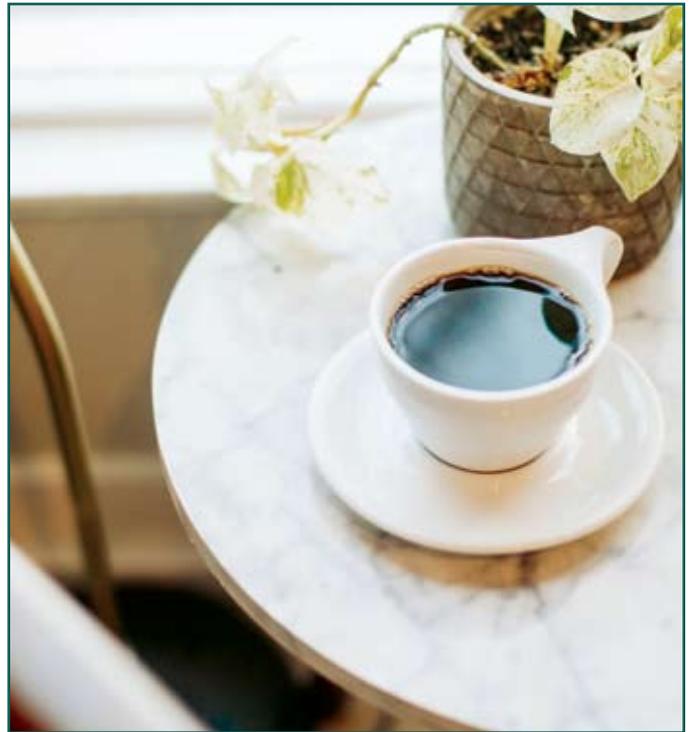
It is unlikely the LaBolles want to have Cheney as the center of earth-shaking change. They would rather their customers just enjoy blends of coffee that the average purveyor might not offer.

West Plains Roasters is unique, LaBolle said, in that it focuses on single origins, instead of coffee that is blended. He says, "So, we only serve Arabica coffee, and we only promote single origin," which come from specific geographical regions of the world.

The goal is to show people that single-origin coffee coming from one farm in Kenya is going to taste dramatically different than the coffee from Guatemala. "And so, we really get to play around and kind of educate Cheney about coffee in a way they've never really seen it," LaBolle says.

Utilizing wholesalers for now, with the ultimate goal to personally do the sourcing at some time, LaBolle explains they currently offer coffee from the Gugi Region of Ethiopia, one of the most desirable regions in the world.

"And literally, when you grind that coffee, it smells like blueberry pancakes with maple syrup on it," LaBolle



— Hannah Sophia Photography

says enthusiastically, adding, "That is just a natural product of the quality of the coffee."

It's an interesting journey that LaBolle, from Deery, Idaho, and his wife, who grew up in Cheney — her maiden name is Stevens — have undertaken.

Work has taken them to places like Kenya and Haiti and stoked that passion for coffee.

"Collectively, we have over 20 years of coffee experience," LaBolle says.

The chamber honor caps a crazy year that virtually every business owner experienced and the LaBolle's were no exception.

As with other retailers in Cheney, West Plains Roasters has seen a big chunk of their customer base — Eastern Washington University students — evaporate when in-person instruction was canceled, coupled with a ban on no inside service.

"When COVID first hit, we were only three months old," LaBolle says. "The benefit of being new is really knowing that we had all the freedom to pivot because no one really knew what we were yet, cuz' we didn't even know what we were yet."

Fueled by word of mouth and a website, "If you do something well enough and you do a few things really well, then people will notice," LaBolle says. "That's been our experience."



Farm Salvation owner Gerri Johnson has found a silver lining of sorts in the aftermath of COVID-19. It allowed her to engage new vendors in a now female-centered business at 106 S. LeFevre St., Medical Lake..

— Paul Delaney photo

Staying close-to-home helps save Farm Salvation

Gerri Johnson taps 'home' talent to keep business brisk in COVID-19 world

By Paul Delaney

There are not many business owners who can say they are positive regarding COVID-19. But Farm Salvation owner Gerri Johnson has been able to extract an upside of sorts in Medical Lake.

One of Johnson's biggest issues throughout COVID was not having to close her doors for a minute, but hav-

ing her supply chain interrupted. Suppliers in some cases experienced total shutdown.

"They couldn't get me products," she said.

But all Johnson had to do was look inward to the people that were already operating inside her shop as independent contractors.

"Now, I have 10 female business owners, some who had been furloughed and who lost their job through COVID that are some of the most creative and fantastic makers," Johnson said from her 106 S. LeFevre St., shop.

Their products are selling better than what Johnson was purchasing elsewhere.

They are so good, Johnson says, "I had one of my com-

pany sales representatives in my store trying to sell me things. She literally said to me 'Your makers are making things better than what I could sell you.'"

That is driving sales in her business, which she calls a boutique and gift shop with a twist. Johnson offers her contractor crafters a place to showcase their talents — and, of course, make some needed money.

"To have expanded to that many different female business owners, I'm really proud of that," Johnson says. "I want to empower, inspire and support female business owners."

A common thread among West Plains business owners interviewed for this publication seems to be how, as bad as COVID-19 has been with its figurative punch to the gut, the virus has pushed many out of a practice of promotional procrastination.

As the 2020 Community Service Person of the Year award winner in the Best of the West program, it was Johnson's long-term plan to try to fill her building with women crafters of all kinds, and to hopefully help them turn their skills into gainful employment.

The businesses, which are scattered about the 2,000 square feet in Johnson's building on the corner of Lake and LeFevre streets in the compact Medical Lake downtown, pay Johnson a percentage of sales.

Those pieces of the puzzle include signmakers, who use reclaimed wood and make signs, and experts in flowers. The business also has vendors producing hand-made and personally crafted wreaths and candles, USA made gifts.

"Right now, I am completely stocked for every kind of Christmas item plus, kitchen, home décor," Johnson says.

And food items, too, especially those with the home-made touch.

"I really specialize in northwest and Washington items," Johnson says. "I carry real soup from Washington farmers, all farm-raised."

As Johnson works on a smaller scale to put people to work in Medical Lake, she finds it both ironic and troubling having the presence of a massive Amazon fulfillment center just miles away.

Inside Farm Salvation

- Donna Peterson at Janie's Junk Trunk, wreathes, repurposed and creative genius.
- Diane Kilgore is a Vintage buyer extraordinaire.
- Heidi Eastman at Eastman Handcrafted has reused wood and re-created signs, ornaments and custom orders.
- Emily Jensen at P31 has gnomes, felted flowers and darling designs of all kinds
- Leslie Smith at Medical Lake Flower Shop specializes in designing flowers, personalized service for military families.
- Ann Rizer at Granny Ann's offers apron and microwave bowl creator gifts, with 30% of proceeds going to pancreatic cancer research.
- Sue Rogers at Knick Knacks has a bit of everything fun.
- Nicki Conley of Athol Orchards offers apple cider syrup and caramel.
- Lara Aldridge at Farmhouse Candles has hand-poured candles
- Jeanne Pivonka of Jeanne's Lavender carries lotion, sachet, oil and soap.
- Phyllis Dennis sells embroidery, patches, Christmas stockings.

"I can't remember, but somebody quoted what Amazon's third-quarter profits were," Johnson said. "But you know, you and I both know, they don't have a problem, and they haven't had."

And while many small businesses use Amazon's power, Johnson remains staunchly focused on the people inside her hometown.

Medical Lake's a place, she proudly proclaimed not that many years ago, where businesses offered residents "accounts" and paid as they could.

Eat local, buy local, care for others!

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Not covid-19.**



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#kindnessnotcovid

Serving the communities of Cheney, Medical Lake and Airway Heights



The Ramada by Wyndam at Spokane International Airport, 8909 W. Airport Drive, Spokane, remains open with new health and safety protocols. — Roger Harnack photo

Hotels implement new health protocols amid virus

Hospitality industry adapting to fewer airport travelers due to virus shutdowns

By Drew Lawson

The Airway Heights hospitality industry has, like most business sectors, been affected by the COVID-19 pandemic.

Many hoteliers here rely on travelers from Spokane International Airport to boost customer counts. As a result, they have had to adjust to new health and safety virus protocols.

Nine hotels and motels serve the U.S. Highway 2 corridor from Airway Heights to Interstate 90, with three located at Spokane International Airport.

Airport hotels include SpringHill Suites by Marriot, Ramada by Wyndham and Wingate by Wyndham.

Along Highway 2 within city limits are All Seasons

Motel, Stratford Suites and Days Inn and Suites.

Northern Quest Resort and Casino has a hotel of its own.

East of the city limits sit the Hilton Garden Inn and Holiday Inn Spokane Airport.

SpringHill Suites by Marriot Spokane Airport was scheduled to open in March.

Unfortunately for the airport-dependent hotel, the timing was poor, as coronavirus shutdown mandates started rolling out Feb. 29.

Most of the economy began to shut down in mid-March, and General Manager Vanessa Polson was forced to furlough almost all of her 30 employees before being able to open in June.

"Our occupancy has fallen quite a bit, especially since we're an airport hotel," Polson said.

She added that the cancellation of popular local sporting events — like HoopFest and NCAA March Madness basketball — took away guests that would have other-



Northern Quest Casino and Resort is a popular West Plains destination during normal years.

— Roger Harnack photo

wise been traveling to Spokane County and possibly staying at SpringHill.

SpringHill has now been open for nearly six months, with required safety protocols unforeseen pre-pandemic.

Plexiglas barriers are installed at the front desk. Employees are temperature checked before every shift. Hand sanitizer stations were placed all over...

"Where didn't we put hand sanitizer stations," Polson quipped.

Employees wipe down the lobby every two hours and are so meticulous that even remote controls are wiped. The fitness center is open by sign-up only, and just one guest can be in the room at a time.

Facemasks are mandatory in all public areas.

The pool has been closed.

If a guest informs staff that they've either tested positive for coronavirus or been exposed, staff cannot enter that guest's room for 72 hours after they vacate the room.

Food options have also been limited.

"We have no buffet right now," Polson said. "Everything is grab-and-go."

Servers must hand guests their food and pour their coffee.

Protocols and restrictions are similar at Ramada Inn.

General manager Denice Vickerman said the cleaning process is the main change that the pandemic has wrought, but noted hotel guests want a sparkling, clean room when they check in, regardless of the coronavirus.

"We want to keep providing our amenities while being as safe as we can," Vickerman said. "You always hope your room is clean and thoroughly disinfected when you stay at a hotel."

Ramada Inn employees use Ecolab products to sanitize the hotel, Vickerman noted.

All employees are masked, and guests are required to

wear a face covering in any public place.

Social distancing stickers are placed throughout the lobby and common areas.

"Only so many people are allowed in the elevator at a time," Vickerman said.

Rooms are no longer serviced on a nightly basis, outside of a trash change and fresh towel offer, if guests have a stay longer than one night.

"We now don't enter that room until the third night," Vickerman said.

Food services are also affected.

Complimentary breakfast is now to-go only, as are all restaurant services.

The pool remains open, but by appointment-only.

Vickerman said it was initially difficult to recall all that has changed for the hotel in terms of safety and health protocols and routines.

"It's all almost become second nature," she said.

"We've gotten so used to it."

Owner Ken Gill of All Seasons Motel has been able to stay open throughout the pandemic.

"There were no restrictions that I was ever told about," Gill said.

He put up a glass sheet in the office to maintain a safe barrier and distance between himself and guests.

"We do more deep cleaning, spraying, sanitizing with wipes, things like that," Gill said.

One of the biggest hurdles he's faced has been a guest who hasn't paid him for 11 months, not any restrictions or economic challenges.

Recent guidelines from Gov. Jay Inslee give one new rule for hotels under a "miscellaneous" category that also includes event centers, convention centers, sporting arenas and fairgrounds: Meeting centers must be limited to 25% capacity or less, or 100 people, whichever is fewer.



The Mason Jar Bake Shop and Bistro owner Doug LaBar has been doing whatever it takes to remain in business at 101 F St., Cheney, while also helping employees keep their jobs.

— Cheney Free Press photo

The Mason Jar's LaBar keeps finding a way

COVID-19 has delivered punches, but eatery owner has fended them off

By Paul Delaney

Like the speeding car that appears in the rearview mirror and — woosh — passes you by, might be a good way to describe how, for many, COVID-19 hit. Now, if it would only exit as quickly as it appeared.

"It came up so fast, and not everyone was expecting that," The Mason Jar Bake Shop and Bistro owner Doug LaBar said from his 101 F St., Cheney, eatery.

Some fortunate preplanning helped

His business, which opened in 2012, didn't actually

have to shut down and just went to online ordering. "We were fortunate, we already had a website to order food. We started in September (2019)," LaBar said.

The online ordering element came in response to LaBar's need to do more business with less. Space, and fewer interruptions from the phone that is.

"Because when you're calling in, it's just very distracting from everything else that's going on," LaBar said.

With limited seating inside the restaurant, LaBar was already looking for another avenue of getting people to purchase to-go meals and other items. Connecting online was the answer he thought — as long as they were aware of The Mason Jar's website and its capabilities.

Ironically, LaBar discovered it was the coronavirus that pushed patrons to his website.

Regardless of the roads taken prior to virus-related

shutdowns, those journeys helped LaBar face pandemic and remain in business to this day.

"I had to reduce our hours for my employees to begin with," LaBar said. "But then we were lucky enough to get the PPP loan, which required to bring our staff back on." That money sustained The Mason Jar until the beginning of June, when opening to 50% capacity was allowed.

Local awareness of his business did its part, too, LaBar said. "In Cheney and I think probably in general a lot of places, there was such a push to really support local," he said. "We saw a big uptick and people coming down buying gift cards."

His business was used to being slow in the summer when Eastern students depart Cheney, but "We were fairly kind of even, slower, but not as much as I would have thought," LaBar said.

A different demographic also helped fill the gap.

When Meals on Wheels initiated a program where they provided \$10 vouchers for those over age 65, "We hopped on that. Caretakers can order for them or whatever," LaBar said.

"That got a lot of older demographic out there supporting small businesses," LaBar said. He is not sure how many businesses know about the program, which was set to go away as PPP funds dried up.

While LaBar has found a way to navigate through the past nine months, he's not so sure what the latest round of mandated closures announced Nov. 15 by Gov. Jay Inslee will bring.

"The latest closure has been a lot different and a lot harder, one because it's winter," LaBar said.

"Outdoor dining was an option, but that meant spending additional money that might not have been readily available to purchase covering, heaters and all that stuff.

"That's a lot of money.

"It kind of feels weird and then you're enclosing people outside so it's safer. It seems a little counter-productive," he said.

Add to that Eastern students have not returned to campus at the numbers they normally would have. And people don't have the extra money from enhanced unemployment — and they are being more thrifty with the holidays.

But LaBar keeps trying to find ways, such as signing on



Jazmin Marmolejo mixes a hot drink for a patron at The Mason Jar in downtown Cheney. She's one of several employees on the job at the bistro.

— Roger Harnack photo

to Cheney's first-ever home delivery service, Eagle Bites, started by fellow restaurateur Derek Baziotis.

"Like most things, it started slow. But I think as weather potentially worsens that having food delivered will pick up," LaBar said.

COMMUNITY RESOURCES

Airway Heights

Cleone's Closet Food Pantry
13114 W. Sunset Highway
509-321-7071

Hours: Noon to 3 p.m.,
Mondays, Wednesdays and
Fridays

Airway Heights Food Panty
— **Airway Heights Baptist Church**
12322 W. Sunset Highway
509-244-2474

Hours: 10 a.m. to noon the
first and third Saturdays
of each month

Cheney

Cheney Food Bank
624 Third St.
509-235-2325

Hours: 9-11:30 a.m., first
four Wednesdays
of each month

Cheney Outreach Center
616 Third St.

509-235-8900
Hours: 4-6:30 p.m. Mondays;
8:30 a.m. to 2 p.m.
Wednesdays

Medical Lake

Feed Medical Lake
921 N. Howard St.
509-714-1150
Hours: 11 a.m. to noon,
second and fourth Mondays

Pre-register two days prior.

Medical Lake Community Outreach
207 S. Washington St.
509-299-3819

Hours: 9:30 a.m. – 1:30 p.m.
Wednesdays and Fridays

Medical Lake Food Bank
207 S. Washington St.
509-299-3819

Hours: 10 a.m. to noon
Fridays



The red turf of Roos Field attracts tourists to the Eastern Washington University campus, where administrators have implemented coronavirus protocols to protect employees, students and visitors.

— Paul Delaney photo

Eastern took steps early

University faces rough sailing ahead due to continued coronavirus impacts

By Paul Delaney

Eastern Washington University was facing tough financial times and declining enrollment prior to the onset of coronavirus shut-down measures.

Now as it looks ahead to 2021 — and beyond — bigger and more bold cuts are a possibility.

With COVID-19 as part of a driver, Eastern is projected to operate with nearly 800 fewer students and a 7.5% reduction in revenue.

A snapshot of that decline according to Eastern spokesman Dave Meany, comes from taking a peek at dorm use, normally 1,300 to 1,500, now runs about 400-500.

With the virus responsible for taking away in-person learning effectively for the 2020-21 school year, much of the pre-planning that Eastern did in advance is moot.

But Meany likes to tout how things were done that were, perhaps, different from others.

"We always feel we are ahead of the game in terms

of making the decisions keeping students safe," Meany said. "We were the first to announce we were going to be online in the fall."

Other measures were more routine.

"We did the mask requirements.

"We did as much emphasis as we could on social distancing and washing hands," which helped keep any outbreaks to a minimum. "We've had a handful in the dorms," Meany said.

Outbreaks came from Greek Row, which is off campus and out of the complete purview of the school.

One way Eastern sought to mitigate them was to set aside two empty older dorms, one for isolation and one for quarantining.

"Throughout the fall quarter we had a handful (of students) in each at various times," Meany said. "But it was always manageable and (there's) nobody in there now."

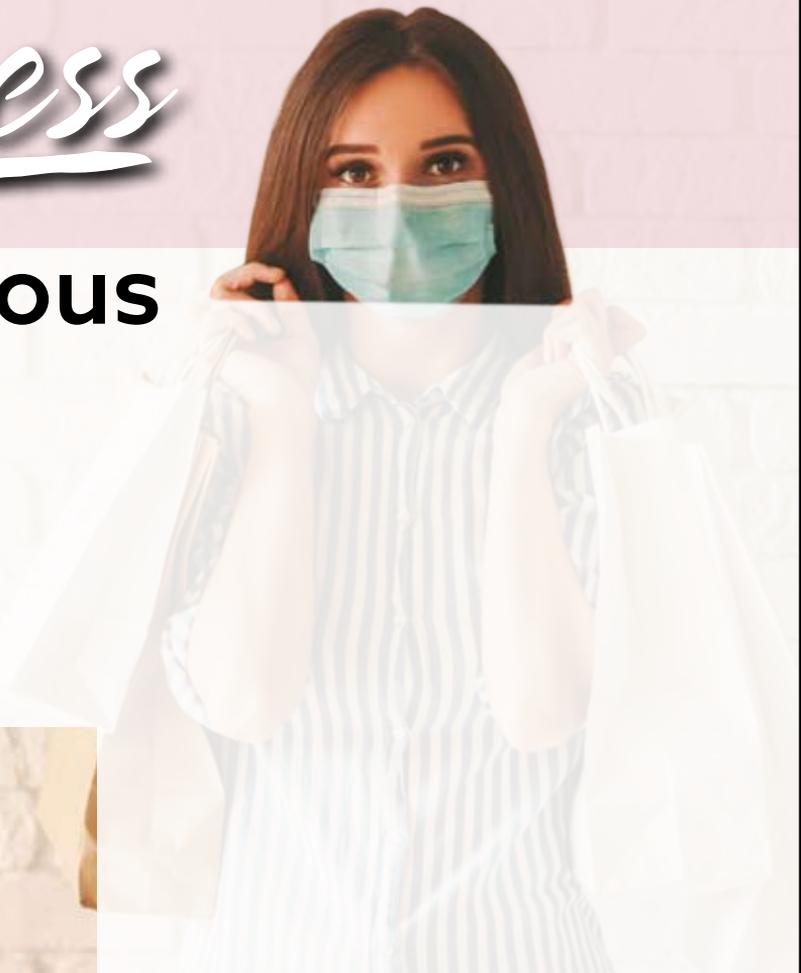
Looking ahead, the remainder of the school year looks to continue online.

"It's been super challenging for sure, but the university has done an excellent job navigating all the challenges surrounding the pandemic, the budget, all the uncertainties," Meany said. "We have a lot of confidence moving forward."

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A Fairchild Air Force Base KC-135 Stratotanker refuels a C-17 cargo plane during a recent training mission. Airmen are protecting the country while simultaneously protecting the area by implementing virus protocols.

— Roger Harnack photo

Safety is nothing new for Fairchild AFB airmen

Base implements COVID-19 protocols to protect airmen, visitors and communities

By Roger Harnack

Safety and security are nothing new for airmen at Fairchild Air Force Base.

So when the coronavirus pandemic started to affect the area and base operations, airmen were already ready to implement virus safety protocols,

both from the federal government and in conjunction with local guidelines.

"The leadership here has been taking everything really seriously," Capt. Kaitlin Holmes said Dec. 2. "We're working hand-in-hand with the local community, matching what they're doing."

You don't have to go any further than the base check-in visitor station to see the protocols in place.

The normal security measures remain. In addition, airmen are wearing masks to help prevent the spread of coronavirus disease, commonly referred to as COVID-19.

The masks are just the first level of protection for base personnel and visitors.

"It's been a little getting used to, but our commander is really putting trust in us," Capt. Holmes said. "As best as we can, we're mastering social distancing and mask wearing."

Base personnel also ask visitors to complete an attestation on whether or not they've been exposed to the virus or if they've been sick.

The base is operating under health protection condition level "Bravo+."

"The current epidemic, which originated in mainland China, has demonstrated the capacity of COVID-19 to spread globally," the base website says. "While supporting other government agencies' response to the COVID-19 threat, the Department of the Air Force is responding appropriately to protect the health of the force and maintain operational readiness."

Bravo+ outlines operating procedures while this virus is considered a threat.

Under Bravo+ quarantine procedures, base personnel who become sick are directed to stay home, except to get medical care. The protocol says personnel should not go to school, work or public areas. It also directs personnel to avoid public transportation and ride-sharing.

Personnel are told not to share personal items.

Those airmen living in base dorms who become sick are quarantined in isolation for at least 14 days.

The base medical clinic has additional procedures in check to help curtail the spread of the virus.

In accordance with the Office of the Secretary of Defense Force Health Protection Guidance, health care officials are providing educational materials to all airmen regarding the virus. They've created signs and even posted information to the web. Screening and virus-management training are being offered to medical personnel. Tracing protocols have also been put in place.

Nationwide, the U.S. Air Force reported a total coronavirus caseload of 24,510 people on Dec. 1. That includes 14,520 military cases, 4,429 civilians, 4,171 dependents and 1,390 contractors.

No Air Force personnel have died from the virus, and only a total of 8 people have been hospitalized across the entire branch of the military.

Due to potential national security issues, individual base information is not being released by the Air Force.

Locally, base personnel go about their daily duties wearing masks, when possible. There are some duties that require masks to be removed for safety and communication, but airmen are quick to put keep masks at the ready.

"Our leadership is allowing us to implement CDC procedures, as well as making sure our mission gets done," Homes said, recalling that at first things "were pretty locked down."

COVID-19 protocols don't end at the base gate, either. When you see airmen out and about in Airway Heights, expect them to be wearing a mask.

"We're constantly emphasizing how important it is to follow those rules on base and off. We're constantly reinforcing and reminding people about wearing masks, and good hygiene," Capt. Holmes said. "Local businesses



Crew members aboard a KC-135 Stratotanker wear masks as they train during a refueling flight over Eastern Washington last month. Fairchild Air Force Base is following COVID-19 safety protocols.

— Roger Harnack photo

have made it easy for our airmen to stay safe in a way that's not impeding every day life."

The same goes for visitors coming to the base.

At check-in, visitors are notified that they are expected to wear a mask at all times to help prevent local cases from spreading to base personnel.

That's helped allow base personnel to continue to enjoy working at Fairchild as well as the surrounding communities.

"I know our airmen here are really grateful for what we're still able to enjoy here," Capt. Holmes said. "It's been rough to see small businesses disappear or struggle, but our airmen are really passionate about helping out the local community.

"We are grateful for the community and will continue to follow guidelines and do everything to keep everybody safe."



The drive-thru at the Zip's Restaurant, 911 First St., Cheney, was a godsend says owner Curt Griffin.

— Paul Delaney photo

The drive-thru saved Cheney Zip's bacon

COVID has forced owner Curt Griffin to fast-track web and delivery efforts

By Paul Delaney

Zip's Restaurant's Curt Griffin had assistance that others in the food-service business may not have had during the COVID-19 pandemic: the drive-thru.

"The drive-thru has been an obvious godsend," Griffin said from his 911 First St., Cheney, location. "We could not feel more thankful on a daily basis."

When initial coronavirus shutdowns were ordered, Griffin — who also owns Zip's locations on Bowdish Road in Spokane Valley, in Mead and his recently acquired Deer Park property — faced closing his doors with restaurant and bar dining rooms shuttered.

"When March hit, we were in full panic-mode like everybody, because we didn't know what we didn't know," he said.

One thing Griffin did know, however, was that “most of our businesses is drive thru.”

So, he honed in on how best to make it work, knowing full well there were drawbacks that come with his personal territory.

“The downside to only having drive-thru is everybody knows we’re not the fastest,” Griffin explained, but for good reason: “We don’t pre-cook our food so there is frustration.

“We understand there’s frustration on the customer end ... we do understand that there’s a wait. And I do try to train our staff to move cars forward if they have a large order, try to keep the line moving.”

Depending on the drive-thru, which can often have long lines, is just one of the things that dealing with the governor’s shutdown orders has allowed Griffin and his staff to innovate and tweak.

Griffin’s group of Zip’s restaurants has finally launched both a website and app.

The business owner has also added delivery service to his flagship location, Cheney.

“It definitely forced our hand, we’ve always wanted to have delivery in Cheney,” Griffin said of the virus shutdown.

“Familiar names like Uber Eats and Doordash and Grubhub have never been available in the city.”

Derek Baziotis at Bene’s jumped in to launch Eagle Bites with the local effort to serve the need.

“We’re not getting a lot of deliveries,” Griffin said.

Had it been a normal environment with thousands in attendance at Eastern Washington University, “I think

we would be bombarded,” he added.

“It’s been a relief to go into the delivery kind of slowly and learn,” Griffin said of the Cheney Zip’s, now in its 41st year of operation. (The Cheney Zip’s was launched by Griffin’s dad, Bill.)

A more accelerated effort has come with technology.

“Since March, we’ve finally gotten a website up and running complete, naturally with menus to ease the customer service element,” Griffin said.

There’s a Cheney and Deer Park-specific app, too.

“You can order your food online; come pick it up,” Griffin said.

“It’s a little bit nicer than doing the call-in order because people just like to do things on their phone.”

The online and app aspects also improve efficiency by cutting down telephone orders.

“If your phone is ringing, you’ve got to have staff there to pick up,” Griffin said. “The minute that employee picks up the phone, they’ve probably been interrupted while they were helping another customer.”

Griffin looks back and the past nine months and proudly says, “We’ve never missed a day.”

Neither have most of his workers.

“Luckily, we haven’t had to lay anybody off,” Griffin said. “We’ve reduced hours little bit more in the beginning than later.”

Griffin said his full-time staff have real life adult obligations such as house and car payments, as well as families.

“Those are the people that you’re trying to keep employed,” he said.



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Lori Musgrave used the shutdown fallout at her Cheney business to make changes that will serve her into the future of the Marketplace Restaurant and Amish Country Store, 1011 First St., Cheney.

— Paul Delaney photo

Marketplace had to move fast to survive

By Paul Delaney

When Lori Musgrave was in the process of flipping the former Gatto's Pizza Parlor into the Cheney Marketplace Bakery and Deli in 2015, things moved more slowly than anticipated.

Removing old glued-on carpet was giving the remodeling crew fits, if her memory serves correctly.

But there was zero hesitation and it was full-speed ahead in March after Gov. Jay Inslee ordered many food service providers to shut down at the outset of the coronavirus pandemic. She transformed her business into the Marketplace Restaurant and Amish Country Store.

"We had to adapt quickly," Musgrave said, "We adapted basically overnight." She emphasized "comfort food" for people who did not want to cook.

That came amid a shift from a mix of retail services and sit-down restaurant to a myriad of alternative ways to dish up food and other items to residents of Cheney — and beyond.

"We kind of recognized the need of families versus individuals," she said from her 1011 First St., Cheney, business. That meant a shift to more family-style meals.

"People have a need for comfort," Musgrave said.

With the emphasis on take-out to keep the cash flow somewhat present, Musgrave added online ordering, something she had been considering but quickly became a necessity.

While hamstrung by closure orders, the business never did fully close nor lay off any employees. (However, the only workers are Musgrave, her daughter and mother.)

As with other eateries, Marketplace began offering more take-out and curbside delivery.

"It was challenging, but anything is possible," Musgrave said, adding she is thankful to be located in a community that supports her.

Among the things that worry her in the future is getting the dining room business back.

With all the pandemic gloom-and-doom, Musgrave believes some people will be afraid to return to dine inside the restaurant.

Up-and-down times for the city of Cheney

Solid early revenues help cover as strange year comes to a close

By Paul Delaney

Not that many will shed a tear, but the metaphorical cash drawer for the city of Cheney is not as full as might be as the year comes to an end.

That's the message from City Administrator Mark Schuller, who recently addressed budgetary effects of the coronavirus pandemic.

When it comes to delivering city services, there just may not be enough funding to cover all, he said. Tax revenues are down because so much business activity went away, but not as much as one might expect.

"We got a decent jumpstart on the year," he said. "The reason we did was when a lot of private construction was shut down, it didn't shut down construction on public buildings."

Thus, the massive remodel at Cheney High School and construction at Eastern Washington University's science building were two big revenue drivers.

"We're gonna' end up not in as bad a position as we could," Schuller said.

The delayed wave has reached City Hall, however. "We started to see a big dip and decline in tax revenue in the last couple months as construction started to wrap up and businesses have been very limited in their ability to operate" Schuller said.

There will definitely be an impact and that's why there's concern for 2021.

What will things look like?

"Eastern (Washington University) already said they're going to be online again to start the next (Winter 2021) quarter, so you're just not going to have as many folks coming to Cheney and being around campus," he said.

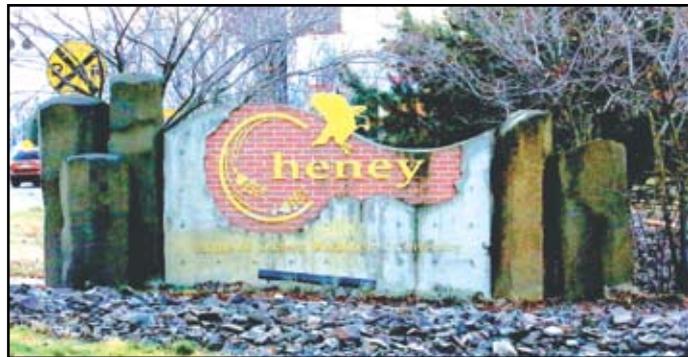
The question also resonates with Schuller, who wonders what will future state-ordered restrictions look like, as well as national orders with a change in presidents.

"You know, are they gonna' lock us down at some point," Schuller said. "I think that's a real legitimate threat to our economy."

But during the past months under the pandemic, adaptation and innovation have probably been two of the most used words in staff meetings everywhere — Cheney City Hall is no exception.

"I try to look at the positives in crazy scenarios and situations like this," Schuller said. "We've become more efficient in a couple of different ways in terms of how we operate internally."

For instance, some processes involving the finance



— Paul Delaney photo

department and public works were streamlined.

"Out of necessity, the inability to be open to the public and the inability to do face to face transaction kind of stuff" were catalysts of sorts he said.

"Using some of the new technology and virtual meetings and that sort of thing, I think we've become more efficient as an organization."

One specific example is municipal court.

"They had this goal of doing some virtual first appearances events for a couple year," Schuller said. "This COVID situation just sped things up."

There is more than just the court affected; the city Police Department has derived a significant benefit.

"In face-to-face first appearances, we've got to go to the jail (in Spokane) and one of our cops comes to jail, pick the inmate up, bring him out here," Schuller said.

That exercise leads to unintended consequences, such as taking an officer off the street and backfilling with somebody else who's most likely in overtime.

Schuller sees businesses here are adapting to the virus-related restrictions.

"I think like Barrel House, Bene's and a few of those," he said.

Greek philosopher Plato is said to have coined the expression, "Necessity being the mother of invention."

Eagle Bites — the new, and first, food delivery service in Cheney — is an example.

"That's a really, really cool new opportunity for Cheney that will long outlive the virus," Schuller said.

"I can see this continuing as people either don't want to venture outside their homes or just the convenience of not having to go anywhere and having a hot meal delivered to your doorstep."

Schuller offered a few closing thoughts that seem to echo much of the past year.

"I would just encourage everyone to stay positive, we're ll going to get through this," he said. "We just gotta' be diligent, we've got to be creative."

"We've got to think outside the box and be flexible and adaptable."

City of Airway Heights

City of Medical Lake

City of Cheney



minutes to Cheney
minutes to Medical Lake



City of
Spokane

West Plains

SPOKANE COUNTY, WA

Points of Interest

- 1 Kalispel Tribe & Northern Quest Casino
- 2 Spokane Tribe & Casino
- 3 Zak Designs
- 4 Exotic Metals
- 5 Metals Fabrication Co
- 6 DAA on Hayford
- 7 Mullen Technologies
- 8 Triumph Composite Systems
- 9 Selkirk Pharma
- 10 Kenworth
- 11 Amazon Fulfillment Center
- 12 Veterans Memorial Cemetery
- 13 Eastern State Hospital
- 14 Eastern Washington University
- 15 Cheney Industrial and Commerce Park
- 16 Airway Heights Recreation Center
- 17 Spokane International Airport
Transload Facility
- 18 Turnbull National Wildlife Refuge
- 19 Fairways Golf Course
- ■ ■ West Plains Airport Area Public
Development Authority (PDA)

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Victoria Shoemaker says she's weathered the COVID-19 storm pretty well.

— Paul Delaney photo

Into the oven for LeFevre Bakery Cafe's new owner

Medical Lake eatery reopened just weeks ahead of COVID-19 invasion

By Paul Delaney

As if entering the food service business is not risky enough, enter the coronavirus shut-down orders weeks into opening the doors. That's the scenario Victoria Shoemaker faced in late January when she reopened LeFevre Street Bakery Café at 123 S. LeFevre St., Medical Lake.

Prior to her ownership, dripping condensation from the building's HVAC system forced the unexpected clo-

sure of business in July, 2019 and it stayed shuttered.

Following the Jan. 4 announcement she had purchased the business from Kevin and Brenda Gerhart, Shoemaker opened her doors Jan. 24.

Six weeks later, Gov. Jay Inslee issued across-the-board closures for many businesses — particularly those in food-service — in an effort to stem the rise coronavirus cases.

The venture was the perfect situation for Arkansas native Shoemaker who has been in the food-service business since college, but longed to do her own thing “without having to build a restaurant from scratch,” she said.

“It was a turnkey. All I had to do was get trained on how things work, specifically here, get employees in and

get moving.”

Then the governor ordered the shutdown.

Shoemaker said she had to close the dining room.

“But we didn’t actually have to close (the entire business),” she said. “We haven’t had any COVID scares with employees at all, so that’s been amazing.”

That’s not to say Shoemaker didn’t have days she wished she had shut down.

“It’s certainly depressing some days. No ifs, ands or buts about that,” Shoemaker said. “There are days that are really stressful because I’m looking at numbers and they’re not adding up. There are days where we have so few people coming in.”

But then, on days like Friday the 13th in November with 6-inches of snow on the ground, “we get crazy awesome weekend,” Shoemaker said.

Married to Ben, a Marine in his former life, Shoemaker soldiered on.

“My husband is the best sounding board you could ever ask for and he compartmentalizes for me,” she said.

Shoemaker said she had 11 employees when the business reopened. “When we closed the dining rooms, we dropped down to five, just temporary, trying to get everything navigated,” she said.

When they were able to seat in the dining room, Shoemaker brought everyone back and that has helped put in motion her original plans, with quite a bit of tweaking and new wrinkles.

“We did take-and-bake for a minute, because that seemed to be what the market needed,” Shoemaker said. “They (customers) wanted to be able to go out and get something, but then not stay out while everyone’s trying to navigate how scary is the situation.”

Like many others, LeFevre has developed an online ordering system and is doing curbside and still tons of take out.

“We’ve made the coffee part a huge thing trying to get people just to stop in on their way out, you won’t have to do a drive thru,” Shoemaker said. “We make amazing coffee. We’ve got an amazing machine; we have an amazing vendor.”

Adding to that aspect are punch-cards and coffee subscription cards, too. And naturally, “We’ve gotten gift cards up and running,” Shoemaker said.

“We changed our menu boards, so they’re a little bit easier to read and kind of pinpoint out the favorites just to give people a quicker experience while they’re ordering.”

It’s been a constant evolution of how can Shoemaker make people comfortable and get them get them back in to the business.

“We’ve been pushing the holidays pretty hard,” Shoemaker said. “Come in and see what’s new and what’s exciting.”

Nine months into virus mandates, Shoemaker has a variety of observations, like everything’s gotten more expensive so less people are coming in.

“Everything is clean, super clean and that plays into your costs,” Shoemaker said. “Everyone’s masked up, which also plays into the cost.”

“We’re doing what we can to give all of our employees liveable hours, which is really tough to do, but they are still hanging in there.”

LeFevre has “just been flowing with whatever the market needs,” Shoemaker said. “There’s no answer for this one.”

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Spokane International Airport travelers can expect some new health and safety procedures.

— Roger Harnack photo

Spokane International stays on top of COVID-19

Facility has numerous measures in place to protect the air-traveling public

By Paul Delaney

Spokane International Airport saw a record 4-plus million passengers pass through its doors in 2019.

That was the third consecutive year with impressive traveler numbers for the facility where tickets feature the odd GEG designation, a reference to the airport's original location at the former Geiger Field military installation.

And it was a good thing the airport has been flying high in recent years because COVID-19 not only crippled businesses worldwide, it also crippled the air travel that often went with it. Just a month into the mandated lockdowns and closures travel plummeted.

Airport officials took action to protect travelers. Various media reports pegged the drop-off in the 80%-

90% range at Spokane International.

However, like many other businesses, the airport was on the receiving end of Coronavirus Aid, Relief, and Economic Security Act funds in April, nearly \$30 million worth, to fill in for lost revenue.

It was part of an overall \$10 billion funneled particularly to U.S. Airports.

The clouds that marked the gloomy start to 2020 began to slowly lift as spring moved into summer.

Restrictions began to ease somewhat on flying with partially full flights resuming, that was done with implementation of various government-directed measures. And Spokane International has done its part to make sure customers who do use it as their springboard to other destinations, are as safe as possible.

"We've taken a lot of efforts to make it a safe and healthy environment," airport spokesman Todd Woodward said of Spokane International.

He said safety and hygiene measures, Plexi-glass barriers and social distancing will help keep visitors and employees safe and healthy.



— Spokane International Airport map

A myriad of measures are in place and include:

- Reduced seating in gate areas.
- Physical distancing signage,
- Facial covering reminders.
- Every 15 minutes, terminal-wide public address announcements remind passengers and employees about the face covering requirement, encourages them to wash their hands frequently, and physically distance.

“We’ve installed high-capacity hand sanitizers before and after checkpoints,” Woodard said.

So far, he said, the airport has avoided issues around mask-wearing, as travelers arrive masked up.

That’s not to say there aren’t issues for travelers. Prior to the coronavirus mandates, Woodard said airport officials advised travelers to arrive at least 90 minutes before their flight boards.

“That had to do with volume,” he said.

But even without the travel, the 90-minute-before-boarding suggestion still applies.

“The incremental (coronavirus) changes add time to the processing,” he said.

For those who arrive unprepared, the airport is distributing wellness kits, which include a mask, latex gloves and hand-sanitizer.

Unlike other larger international airports, Spokane is not planning to offer quick COVID-19 tests. Instead, Woodard said the airport is advising travelers to log onto the airport website and follow links detailing coronavirus requirements at their destinations.

Neither he nor CEO Larry Krauter are willing to speculate on the longterm virus’ effects on Spokane Interna-

tional Airport.

The point to Gov. Jay Inslee and the travel advisory he issued just last month.

That advisory called on residents to refrain from travel. It also said that if you must travel, you need to quarantine for 14 days after arriving at your destination, both coming and going.

“We’re waiting just like everyone else (to see what’s ahead),” he said.

| Passenger Airlines | |
|---|---|
| Alaska Airlines Concourse C Phone: 800-426-0333 View Map > View Website > | Allegiant Air Concourse A Phone: 702-505-0888 View Map > View Website > |
| American Airlines Concourse C Phone: 800-433-7300 View Map > View Website > | DELTA Delta Air Lines Concourse B Phone: 800-321-1212 View Map > View Website > |
| Southwest Airlines Concourse A Phone: 800-435-9792 View Map > View Website > | UNITED United Airlines Concourse B Phone: 888-241-6522 View Map > View Website > |
| FRONTIER Frontier Airlines Concourse A Phone: 801-401-0000 View Map > View Website > | |

A new spark is possible in Cheney business park

Developer-current tenant zeroes in on target production for long-empty land

By Paul Delaney

On the western edge of Cheney, across from the massive Haakon Industries plant that builds custom air handling equipment, and packaging business, AllPak Trojan, sits 35 acres of land that gently climbs towards a bordering wheat field.

Officially, it's named the Cheney Industrial and Commerce Park. But for several decades it has been largely vacant land, longing for the love of businesses that seek, among other things, inexpensive electricity and the bonus of a regional university and all it provides.

An original tenant, Free Press Publishing built its present offices and printing plant at the corner of state Highway 904 and Fred Johns Way. But the newspaper and print plant has largely been alone there, other than briefly having Pure Joy marijuana manufacturer behind it from 2016-17.

Rising high atop the slice of land owned by the city of Cheney on the west side of Fred Johns Way is J.C. Steel Targets, a 5,000-square-foot building. The business is putting its finishing touches on a new building for production of targets for shooters, military and law enforcement.

But one of their targets is to have more neighbors.

Jake Vibbert, who owns J.C. Steel Targets with brother Devon, is part of the LLC, called MVP Property Group.

"They are the ones with lease-to-own on some of the other parcels out there and they are right now working on their financing," Cheney City Administrator Mark Schuller said.

There have been numerous efforts to populate the parcels, ones on the east side of Fred Johns owned by AllPak Trojan. But nothing has taken root, despite building sites having utilities and high speed fiber-optics installed.

"The whole idea was to provide an industrial park with all the infrastructure in, so a private entity can come in, buy or lease and have a shovel ready site ready to put the building up," Schuller said.

That is something the city did accomplish.

Having watched the Great Recession of 2008-09 help in halting earlier development, and coronavirus shutdowns dampen most recent efforts, Schuller said the focus is to try to make future development as immune as possible to things like that.

Pre-Schuller, the city once had the idea to build on the site.

"But we just didn't have the resources to build a spec building," he said.

MVP will try to take the lead in a different direction.



The latest edition to Cheney Industrial and Commerce Park is J.C. Steel Targets. Company co-owner Jake Vibbert is part of another business, MVP Property Group, that hopes to spark more development.

— Paul Delaney photo

"I think they've positioned themselves pretty well and I think they have some good financial backing behind them," Schuller said. "So, we're pretty excited about the opportunities that they're gonna' bring."

Schuller likes the potential for a business incubator set up, where people can initiate small start-up businesses. He also sees potential for a kind of a higher-end storage facility. There's land to accommodate needs from a half-acre to more than 5 acres.

Prior to shutdown mandates, there was what Schuller called "really nice momentum."

"We were starting to get some more inquiries out there from various sources and things and then, once COVID hit it just fell apart."

"Now, it's time to weather the storm."

Schuller said it not unlike a recession, where plans also tend to take a time out. But emerging out of the virus cave, we might see things differently in terms of commercial real estate.

"This is kind of a game-changer from a couple different perspectives, one which is this whole work from home or remote work," Schuller said. "That is gonna' significantly shrink the footprint of a lot of sort of modern offices."

With that in mind, Schuller sees a future with smaller footprints and a lot of vacancies, especially in the urban areas like Seattle.

"That's why we would prefer things like manufacturing facilities out here making durable goods," Schuller said. Such tenants would not necessarily be impacted by the latest restrictions on customers or the ability to serve a food product.

"We'd like something that was a little bit more, I'll call it virus-proof," Schuller said.



Cheney utility workers install new power lines to serve Cheney Industrial and Commerce Park in November.

— Roger Harnack photo



The Fairways Golf Course general manager and PGA pro Kris Kallem, seen here at a recent Lilac Invitational tournament, said his business at 9810 W. Melville Road, came through COVID pretty well.

— Paul Delaney photo

‘We’ve had a good year,’ Fairway’s Kallem reports

COVID-19 pushed, pulled Four Lakes golf course in a variety of directions

By Paul Delaney

Not many business operators can have the take Kris Kallem does at The Fairways Golf Course near Four Lakes

“Despite, you know, being closed down for the initial month-and-a-half in the spring, we’ve had a really good year,” Kallem said. “Play has been up. Revenue from rounds of golf and cart rentals have been up.”

“But, food and beverage revenues were down, something that’s to be expected as people no longer linger and enjoy a post round beverage of their choice,” Kallem, the course general manager and PGA pro, added.

“That actually had a larger impact than I thought. I didn’t appreciate how much that that occurred,” Kallem

said. “I knew it was significant, but I didn’t know how significant it was on alcohol sales.”

Prior to the virus shutdown people would stick around and go into the bar for “19th hole” discussions, he said.

The course opened in 1987 and has waged a constant battle to attract rounds in a market crowded with multiple taxpayer-funded municipal facilities and privately-operated venues. Market-share help this year came both externally and from inside the clubhouse walls at 9810 W. Melville Road.

“The PPP money really saved us,” Kallem said of the government’s Paycheck Protection Program. “We may have been a victim had that not occurred.”

Kallem said there was assistance from other sources that has and will keep the course afloat.

“Also helpful was the temporary relief — not forgiveness — but on certain leases and loans let us get our legs back underneath us for a month or so,” he said.

“Honestly, our lenders were really nice. What else are



Ben Harrison, foreground, and William Harrison, both of Colfax, hit The Fairways' driving range at 9810 W. Melville Road near Four Lakes on Dec. 3.

— Roger Harnack photo

they going to do?"

It was comforting, Kallem said, to get answers back in May from Yamaha Leasing and John Deere Turf, where there were loans and leases for equipment with payments due and no revenue coming in.

"To be able to push it back a month or two months, and then get caught back up really helped," Kallem said.

Virus shutdowns also forced The Fairways to do things differently, both operationally and from a marketing standpoint.

"We're accustomed to running things on very thin margins anyway, so we're probably better prepared for it than a lot of places were," Kallem said.

When PPP funds dried up, The Fairways did have to cut back on staffing "a little bit," he said.

Naturally, the course had to improve the effort that had already been ramping up to tap into the relatively narrow golf demographic.

With golfers described as an aging group — about 57 years of age in the Spokane market — Kallem sees "trying to market to them or trying to encourage them to utilize online platforms for booking tee times."

That is a challenge, he said.

Once it became mandatory last spring, customers were forced to figure it out.

"So, it's nice from that standpoint, because it enables us to communicate with our customers better," Kallem said. "And then hopefully that helps from a marketing standpoint."

For instance, access via smartphones can let golfers know about tournaments, events, and sales on golf equipment.

"There are some other things that we're able to try that we'll probably stick with," Kallem said. "We moved to 10-minute tee times. We used to be 7 and 8 minutes."

The change was a part of the mandatory initial measures, and it worked out well, he said.

"It's just a little bit more relaxed for check-in that way," he said.

Aside from lower food and beverage revenues, the biggest differences throughout the 2020 season were lack of events, Kallem said. The course did lose some events but were able to hold some that met coronavirus-related conditions and restrictions.

For instance, the Eastern Football Coaches Tournament was quite successful in its new — hopefully temporary — format.

"We just basically gave them the course for the day and people had to make their own tee times," Kallem said. "But it was nice for the customers, as well, because not everybody could or wanted to play at a 12 o'clock shotgoun on a Friday."

This way, they could go early in the morning or they can go late with tee it up at say 4 o'clock in the afternoon, not unlike this year's virtual Bloomsday.

Looking ahead to 2021, "I hope that we get winter out of the way early and we have one of those early springs and get out on the course sooner," Kallem said.



An aerial photograph shows the Airway Heights Recreation Center adjacent to Spokane County Raceway at 11405 W. Deno Road. The center, which includes amenities like a swimming pool, gym and fitness center is currently closed due to COVID-19.

— Flare Photography photo

Rec center looks to reopen

COVID-induced revenue shortfalls, budget cuts hamper operation, for now

By Paul Delaney

The long-anticipated Airway Heights Recreation Center opened to the traditional ribbon-cutting fanfare and excitement May 4, 2019, in Airway Heights.

And after about a 10-month initial run cut short by COVID-19, a new, grand-opening may be in order.

As with other fitness centers, swimming pools and gyms ordered shuttered by Gov. Jay Inslee's mandates, the \$17.289 million facility remains closed according to Parks, Recreation & Community Services Director, J.C. Kennedy.

Just back from his own furlough, a full off-the-clock absence, Kennedy provided an overview of the 47,000-square-foot multi-purpose facility that includes a gym, swimming pool and fitness center, among other ameni-

ties. Kennedy was not alone as 100% of the city Parks and Recreation Department was also furloughed, he said.

The complex will remain out of service for the immediate future it appears.

"(We're) trying to work through a difficult budget situation due to the lack of revenue the City has received in 2020," Kennedy wrote in an email.

Prior to March's closure, the center was open 109 hours a week with Kennedy presenting a proposal to the Airway Heights City Council to re-open at 81 hours with approximately a 40% reduction in staffing cost. That presentation also looked at potential new revenue sources, the largest being a projected 130-plus users from renewed memberships.

Programs like the Medicare-sponsored Silver and Fit, as well as Active and Fit, available from private employers and insurance project a combined 160 added members.

Things were moving along well in the pre-COVID world, Kennedy reported as the center had attracted 1,575 members.

A breath of fresh air

A brief look at some places to get into the Great Outdoors on the West Plains

By Paul Delaney

The need for a breath of fresh air during the rampage of COVID-19 through our collective lives can be a vital remedy for, if nothing else, our mental well-being.

But there's of course a physical dividend, too. Here are a few options to keep in mind when weather and the seasons permit:

Fishing the West Plains

There are more than 76 fishing lakes in the area surrounding Spokane, 10 of those notable in the general footprint of the West Plains. Based on Spokane County's website, they include:

- Amber Lake, a 117-acre lake 11 miles southwest of Cheney.
- Badger Lake is 244-acres, 8.5 miles south of Cheney. April, May and September are the best times to set a hook.
- Chapman Lake is 146-acres. This lake has a late closure, so you can take advantage of good action on its largemouth and smallmouth bass.
- Clear Lake is 377 acres, spring fed and heavily timbered with beautiful cliffs.
- Fish Lake, 47 acres, has plants of catchable-size eastern brook trout and produces some excellent catches.
- Fishtrap Lake, a popular rainbow trout fry-planted lake, is 6 miles east of Sprague and can be reached via Interstate 90.
- Medical Lake is a selective fishery regulations lake open during a limited season in compliance with local ordinances of the town of Medical Lake.
- Silver Lake is a 486-acre lake located approximately 2 miles from I-90's Four Lakes exit, and 15 miles from Spokane.
- West Medical Lake is a 235-acre lake about 1 mile west of town of Medical Lake.
- It is suggested that best fishing at Williams Lake (319 acres) comes mid-May. It is located 12 miles southwest of Cheney via Mullinex Road.

Golf at The Fairways

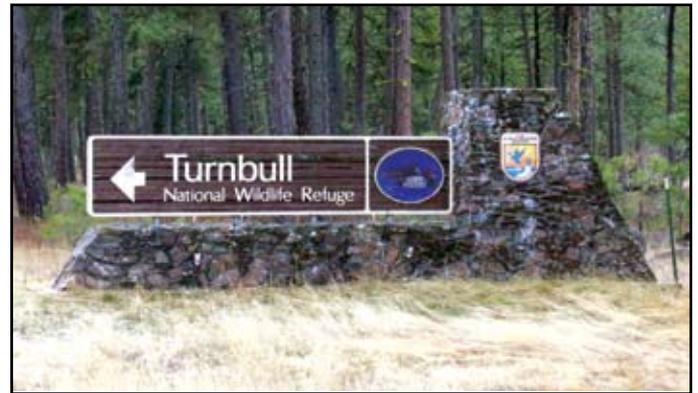
The Fairways Golf Course is a privately owned and operated, 18-hole, daily fee golf course with practice and dining facilities, located off of Interstate-90, Exit 272.

The golf course features an intriguing mix of challenging holes that offer subtle undulations and elevation changes as it meanders through a natural wetlands.

Bike rail trails

The railroad has been an instrumental part of the founding of communities on the West Plains.

Some of those rails that once brought people, shipped



Turnbull National Wildlife Refuge offers a respite from the rest of the world, just a few miles from Cheney.

— Paul Delaney photo

goods and promoted development. Many continue to provide benefits today in recreation, specifically bicycle exploration of miles and miles of rail trails.

Some of those routes include:

Columbia Plateau Trail State Park — The Columbia Plateau Trail is a 130-mile-long, 20-foot-wide corridor in Eastern Washington. It is maintained as part of the Washington State Park system.

The trail runs along the abandoned right-of-way of the former Spokane, Portland and Seattle Railway from Cheney to the confluence of the Snake and Columbia rivers at Pasco, passing through five counties in the south-eastern part of the state.

Fish Lake Trail — The Fish Lake Trail leaves West Spokane and runs south through open forest to reach Queen Lucas Lake, which is 1.5 miles north of the trail's ultimate planned destination, Fish Lake Regional Park. Upon completion of this gap, two bridges over active rail lines will join this trail to 3.5 paved miles of the Columbia Plateau Trail, serving as a corridor for commuting and recreation between Spokane and Cheney.

Visit Turnbull Wildlife Refuge

Some 15,000 years ago during the great ice age floods, huge chunks of ice and debris moved across the Eastern Washington landscape. The activity scoured away the rich prairie soils, exposing the underlying basalt and creating a unique maze of channels and depressions.

A portion of what are called the channeled scablands has been captured for public use at Turnbull National Wildlife Refuge south of Cheney.

Turnbull encompasses approximately 18,217 acres and offers an ecosystem that distinguishes it from natural reserves worldwide.

The combination of basalt outcrops, flood-eroded channels and ponderosa pine forests infused in a diverse landscape of over 130 marshes, wetlands and lakes, create an environment of aesthetic beauty as well as high quality wildlife habitat.

It can be viewed both on foot and via automobile.

AUTO SALES & REPAIR

Alliance Tire Pros

200 W. Betz Road, Cheney
509-235-1872

DAA Auto Body Center West Plains

2607 S. Hayford Road, Spokane
509-244-2082

DAA Northwest

2515 S. Hayford Road, Spokane
509-244-4500

European AutoHaus

6510 W. Thorpe Road, Spokane
509-535-4506

Freightliner Northwest

1020 W. Westbow Blvd, Spokane

Keystone Automotive Operations

9212 W. Hallet Road, Spokane
509-960-2638

Motion Auto Supply

12722 W. Sunset Highway, Airway Heights
509-244-6920

Sunwest Automotive Engines

P.O. Box 1676, Medical Lake
509-299-3200

West Plains Liberty Tire & Auto Service

12704 W. Sunset Highway, Airway Heights
509-244-2132

BUSINESS & CONSULTING SERVICES

ABK Consulting Group

14210 S. Murphy Road, Cheney
509-710-5749

Archbright

5709 W. Sunset Highway Suite 208, Spokane
509-381-1635

Champion Choices

825 S. Aspen, Airway Heights
509-214-9510

Copy Junction

1921 First St., Cheney
509-235-5551

Country Impressions Screen Printing & Sign

721 N. Calvert Lane, Spokane
509-244-6156

CrystalWolfe Blends

509-217-2132

Davis Communications

1920 Fourth St., Cheney
509-634-7129

Dreis Accounting Services

906 Golden Hills Drive, Cheney
509-294-0423

Eagles Sports Properties Learfield

207 Physical Education, Cheney
509-359-6431

Enduris Washington

1610 Technology Blvd. Suite 100, Spokane
509-838-0910

J.M. Woodwind and Brass Repair

1122 Gary St., Cheney
509-235-9015

Justice Benefit

12316 W. Ninth Ave., Airway Heights
509-474-9894

Masterminds 4 Growth

P.O. Box 297, Cheney
509-294-442

Refined Connection

509-846-4348

S3R3 Solutions

7106 W. Will D. Alton Lane
Suite 103A, Spokane
509-381-4152

Specialty Management Agent

408 First St., Cheney
509-235-4049

Wensleydale Computer Services

509-723-8250

CONSTRUCTION SERVICES

Caterpillar Distribution Center

9610 W. Hallett Road, Spokane
509-623-4643

Clean R Up

211 First St., Cheney
509-954-7230

Copart

11019 W. McFarlane Road, Airway Heights
509-244-8585

Moon Rock Co.

7909 S. Grove, Spokane
509-991-3620

N.W. Heating & Cooling

3905 N. Brooks Road, Medical Lake
509-244-6010

Piersol Construction

2233 S. Garfield Road, Airway Heights
509-535-2901

Shamrock Paving

110 N. Hayford Road, Spokane
509-244-2800

Stimson Contracting

11515 W. Sunset Highway, Airway Heights
509-244-2636

ENTERTAINMENT/EVENT CENTERS

Blue Waters Bluegrass Festival Association

Waterfront Park, Medical Lake
509-993-6626

Cheney Event Association

509-235-4848

Cheney Mayfest

509-850-2177

K.M. Resorts of America

7520 S. Thomas Mallen road, Cheney
509-747-9415

Northern Quest Resort and Casino

100 N. Hayford Road, Airway Heights
509-242-7000

Shriner's Event Center

7217 W. Westbow Blvd, Spokane
509-624-2762

Spokane Tribe Casino

14300 W. U.S. Highway 2, Airway Heights
509-818-1508

StageWest Community Theatre Inc.

639 Elm St., Cheney
509-309-9929

Village Centre Cinemas

10117 W. U.S. Highway 2, Airway Heights
509-435-0609

FINANCE & INSURANCE

American Family Insurance

Laura Lindsay Agency

10829 W. U.S. Highway 2 Suite 5,
Airway Heights
509-280-1200

Banner Bank Cheney Branch

5 Cheney-Spokane Road, Cheney
509-892-4400

Cheney Federal Credit Union

520 First St., Cheney
509-235-6533

Edward Jones

Chris Grover

1835 First Street, Cheney
509-235-4920

Dreis Accounting Services

906 Golden Hills Drive, Cheney
509-294-0423

Farmers Insurance

Marc Hughes

1833 First Street, Cheney
509-235-6165

First Interstate Bank

Airway Heights

11917 W. Sunset Highway, Airway Heights
509-244-4840

Global Credit Union Fairchild

Air Force Base

107 W. Spaatz Road, Fairchild AFB
509-455-4700

Janice K. Penar,

CPA/PFS, CFP, P.S.

1951 First Street, Cheney
509-235-2518

Jeff Heuschkel All-State Agency

1826 First Street, Cheney
509-235-2482

Layne Stoops State Farm

2420 First St. Suite B, Cheney
509-498-4003

NFP

10258 U.S. Highway 2 No. 5, Spokane
509-891-1800

Northwest Farm Credit Services

2001 Flint Road, Spokane
800-743-2125

Numerica Credit Union

Airway Heights

1210 S. Hayford Road, Airway Heights
509-536-6196

PAC Insurance Group

12924 W. Sunset Highway No. 5,
Airway Heights
509-244-6399

State Farm Insurance

Layne Stoops

2420 First St., Suite B, Cheney
509-498-4003

State Farm Insurance

Tammy Rigsby

10414 W. U.S. Highway 2, Spokane
509-835-5433

STCU Airway Heights

10811 U.S. Highway 2, Airway Heights
509-326-1954

STCU Cheney

2718 First St., Cheney
509-326-1954

Umpqua Bank

120 S. Broad St., Medical Lake
509-299-6918

Washington Trust Bank Airway Heights

10609 W. U.S. Highway 2, Spokane
509-244-7089

WSECU

205 E. State Highway 902, Medical Lake
800-562-0999

GOVERNMENT & EDUCATION

@ The Piano

509-230-8742

Cela's Creative Learning Center

111 N. LeFevre St., Medical Lake
509-299-2855

Cheney Branch Spokane Library District

610 First St., Cheney
509-893-8280

Cheney School District

12414 S. Andrus Road, Cheney
509-559-4899

City of Cheney

609 Second St., Cheney
509-498-9209

City of Medical Lake

124 S. LeFevre, Medical Lake
509-565-5000

Community Colleges of Spokane

3410 W. Fort George Wright Drive
MS3010, Spokane
509-533-3500

Eastern Washington University

526 Fifth St., Cheney
509-359-6362

Embry-Riddle Aeronautical University

92 FSS/FSDE 6 W. Castle St.,
Fairchild AFB
509-244-3832

Medical Lake School District No. 326

116 W. Third St., Medical Lake
509-565-3100

Park University

6 W. Castle St., Fairchild AFB
509-244-2020

Spokane County Fire District No. 10

929 S. Garfield Road, Airway Height
509-244-2425

West Plains Arts Academy

509-235-8754

HEALTH CARE

Andrew Martinssen DDS

Dental Care

628 B St., Cheney
509-960-6020

APEX Physical Therapy Cheney

1855 First St., Cheney
509-559-5038

APEX Physical Therapy Fairways

10511 W. Aero Road No. 1, Spokane
509-413-2140

Best Impressions Dental

47 E. State Highway 902, Medical Lake
509-260-2650

CHAS Health

1720 Second St., Cheney
509-444-8200

Cheney Owl Pharmacy

120 F St., Cheney
509-235-8441

Collins Family Dentistry

1841 First St., Cheney
509-235-8451

Eastern State Hospital

850 W. Maple St., Medical Lake
509-565-4352

Jacob J. Ridl DDS

1717 First St., Cheney
509-235-6241

Happy Day Health and Wellness

2694 First St., Cheney

Medical Lake Dental

123 N. Brower St., Medical Lake
509-299-5171

Medical Lake Owl Pharmacy

123 E. Lake St., Medical Lake
509-299-5113

Multi-Care Rockwood Cheney Clinic

19 N. Seventh St., Cheney
509-235-6151

Vision Haus Optometry

1867 First St., Cheney
509-235-2010

West Plains Dental

9713 W. Sunset Highway, Spokane
509-822-2575

Whispering Palms Massage Therapy

112 N. Jefferson St., Medical Lake
509-951-5943

HOME & GARDEN

Landmark Tuft & Native Seed

2 W. Third Ave. Suite 104, Spokane
509-869-4969

Tall Grass Farms

25615 W. Hallett Road, Medical Lake
509-991-8434

LODGING & TRAVEL

Best Western Plus Peppertree

Airport Inn

2 West Third Ave., No. 200, Spokane
509-280-1491

Camp CoMiA

14815 Antonian Road, Cheney
509-235-4614

Hampton Inn Spokane

2010 S. Assembly Road, Spokane
509-747-1100

Hilton Garden Inn Spokane Airport

9015 W. U.S. Highway 2, Spokane
509-244-5866

Holiday Inn Express & Suites Cheney

111 W. Betz Road, Cheney
509-235-1100

Holiday Inn Spokane Airport

1616 S. Windsor Drive, Spokane
509-838-1170

Ramada by Wyndham at Spokane Airport

8909 W. Airport Drive, Spokane
509-838-5211

Sleep Inn Mainstay Suites

3809 S. Geiger Blvd., Spokane
509-315-8922

Stratford Suites

11808 W. Center Lane, Airway Heights
509-321-1600

Wingate by Wyndham

2726 S. Flint Road, Spokane
509-838-3226

MANUFACTURING, PRODUCTION & WHOLESALE

ADM Milling Co.

601 First St., Cheney
509-235-6216

Metals Fabrication Co.

2524 S. Hayford Road, Spokane
509-244-2909

Peirone Produce Co.

9818 W. Hallett Road, Spokane
509-838-3515

Shredfast Inc.

2714 S. Garfield Road, Airway Heights
509-244-7076

The Odom Corp.

5810 W. Thorpe Road, Spokane
509-458-4100

NOT-FOR-PROFIT

Airway Heights Kiwanis Club

11405 W. Deno Road, Spokane
509-241-7123

Beyond Pink Spokane

4119 S. Cuba St., Spokane
509-863-7776

Cheney Care Center

2219 N. Sixth St., Cheney
509-235-6196

Cheney Depot Society

P.O. Box 457, Cheney
509-235-9015

Cheney Merchants Association

1921 First St., Cheney
509-235-6165

Cheney Historical Museum

420 First St., Cheney
509-235-2202

Children's Home

Society of Washington

8727 W. U.S. Highway 2 Suite 200, Spokane
509-795-8480

Cleone's Closet Food Pantry & Activity Center

13514 W. Sunset Highway Suite C,
Airway Heights
509-323-2123

Horton-Strength Veterans of Foreign Wars Post No. 3386

1307 S. Lofler, Airway Heights

Lincoln County Economic Development Council

303 Sixth St., Davenport
509-368-7085

Pacific Northwest Adult & Teen Challenge

2400 N. Craig Road, Spokane
509-244-5610

Re*Imagine Medical Lake

9910 S. Lakehurst Drive, Medical Lake
509-999-5365

SNAP Financial Access & WBC

3102 W. Fort George Wright Drive, Spokane
509-456-7627

Summit Cheney Church

1307 Third St., Cheney

Temple Lodge No. 42 Free and Accepted Masons

106 College Ave., Cheney
509-235-6260

The Heights Church

2215 S. Hayford Road, Airway Heights
509-795-2012

Washington State Veterans Cemetery

21702 W. Espanola Road, Medical Lake
509-299-6820

West Plains Chamber of Commerce

P.O. Box 228, Airway Heights
509-747-8480

West Plains Angels

21512 W. State Highway 904, Cheney
509-855-2618

West Plains Little League

509-863-3052

PET/ANIMAL SERVICES

Blackhawk Veterinary Hospital

423 W. First Street, Cheney
509-235-2020

Medical Lake Veterinary Hospital

7616 S Bartholomew Road, Medical Lake
509-299-3675

PUBLISHING

Cheney Free Press Free Press Publishing

1616 W. First St., Cheney
509-235-6184

Huckleberry Press

P.O. Box 141, Davenport
844-344-8344

RAIL SERVICES

BNSF Railway

2454 Occidental Ave. S. Suite 1-A, Seattle
509-536-2202

Western Rail

11610 W. McFarlane, Airway Heights
509-624-7207

REAL ESTATE & RENTALS

Airway Pointe Seniors

13520 W. Sixth St., Airway Heights
509-244-0200

All Seasons Motel

12525 W. Sunset Highway, Airway Heights
509-244-2675

Cheney Realty

1823 First St., Cheney
509-235-6131

Coldwell Banker Tomlinson

West Plains

2640 First St., Cheney
509-939-0602

Eagle Point Apartments

1090 W. Betz Road
509-738-1429

Monark Properties LLC & Mini Warehouse

711 E. State Highway 902, Medical Lake
509-299-7522

Touchstone Real Estate Group

513 First St., Cheney
509-979-8173

Windermere Airway Heights

10258 W. Sunset Highway, Spokane
509-368-9391

RESTAURANTS, FOOD & BEVERAGE

Arabesque Bakery

208 E. Lake St., Medical Lake
509-270-3075

Barrelhouse Pub and Pizza

122 College Ave., Cheney
509-235-4338

Bene's

24 W. First St., Cheney
509-951-5207

Cyrus O'Leary's Pies

1528 S. Hayford Road, Airway Heights
509-624-5000

Dairy Queen Airway Heights

10198 W. U.S. Highway 2, Spokane
509-242-3652

Eagle's Pub

414 First St., Cheney
509-235-6294

El Ixtapa Restaurant

116 S. LeFevre St., Medical Lake
509-879-9428

LeFevre Street Bakery & Cafe

123 S' LeFevre St., Medical Lake
509-299-3843

Tommy G's Espresso

177 State Highway 902, Medical Lake
509-299-6300

Grocery Outlet Airway Heights

10831 W. U.S. Highway 2, Airway Heights
509-244-9330

Lenny's Classic American Burgers

1204 First St., Cheney
509-998-1321

West Plains Roasters

108 College Ave., Cheney
509-688-9704

Grocery Outlet Cheney

2533 First St., Cheney
509-559-3171

Longhorn Barbecue

7611 W. Sunset Highway, Spokane
509-838-8372

Zip's Drive-In Airway Heights

12421 W. Sunset Highway, Airway Heights
509-244-0600

Jarms Ace Hardware

6 Cheney-Spokane Road, Cheney
509-235-4410

Marketplace Bakery, Deli & Restaurant

1011 First St., Cheney
509-235-9176

Zip's Drive-In Cheney

911 First St., Cheney
509-235-8405

Kris Aasheim

Mary Kay Consultant
kris.aasheim.mk@gmail.com

RETAIL & ITEM RENTALS

Morning Brew

715 E. State Highway 902, Medical Lake
509-299-7608

Medical Lake Flower Shop

106 S. LeFevre St., Medical Lake
509-362-4552

NorthStar Taps

1818 Second St.
509-498-4052

A Town & Country Floral

113 F St., Cheney
509-235-8991

Pape Machinery

10010 S. State Highway 904, Four Lakes
509-483-2868

Papa Murphy's Take 'N' Bake

1808 Second St., Cheney
509-235-9093

Basin Feed & Supply

2222 First St., Cheney
509-235-2558

Ree Creations

409 First St., Cheney
509-981-9155

Pizza Factory

123 S. Broad St., Medical Lake
509-299-9100

Care & Share Thrift Store

217 N. LeFevre St., Medical Lake
509-299-9024

Sears Hometown Store

10 W. First St., Cheney
509-235-9229

Red Zone

407 First St., Cheney
509-235-4228

Cellular Plus-Verizon

2631 First St., Cheney
509-559-5286

St. John Hardware & Implement Co.

904 S. Hayford Road, Airway Heights
509-244-4902

Savage Boar Spirits

11902 W. 21st Ave., Airway Heights
509-995-4937

Farm Salvation

106 S. LeFevre St., Medical Lake
509-993-1723

Village Supply

220 E. Lake St., Medical Lake
509-299-3451

The Fischin' Hole Saloon

114 E. Lake St., Medical Lake
509-299-6114

Fresh Design Gallery

116 N' LeFevre St., Medical Lake
509-991-7577

Wal-Mart Supercenter

1221 S. Hayford Road, Spokane
509-459-0602

The Mason Jar

101 F St., Cheney
509-359-8052

Yoke's Foods Airway Heights

12825 W. Sunset Highway, Airway Heights
509-244-3633

Yokes Fresh Market Cheney

4 Cheney-Spokane Road, Cheney
509-235-6310

Snap Fitness

207 E. Highway 902, Medical Lake
509-299-3883

Spokane International Airport

9000 W. Airport Drive No. 204, Spokane
509-455-6434

SALONS

Medical Lake Salon

219 E. Lake St., Medical Lake
509-990-0180

Wispiess Beauty Salon

112 N. Jefferson St. Medical Lake
509-299-3444

STORAGE

ABC Mini Storage

7725 W. U.S. Highway 2, Spokane
509-624-2248

Cheney Self Storage

1551 W. First St., Cheney
509-972-6998

Trans-System, Inc.

7405 N. Hayford Road, Cheney
509-623-4001

TRIBAL

Kalispel Development Co.

202 S. Industry Drive Suite B, Airway Heights
509-953-8088

SPORTS/RECREATION

CARES/Airway Heights Recreation Center

11405 W. Deno Road, Spokane
509-244-4845

Eagle Football Network

EagleFootballNetwork.org

Fairways Golf Course

9810 W. Melville Road, Cheney
509-747-8418

TRANSPORTATION

Coleman American Moving Services of Washington

7704 W. Geiger Blvd., Spokane
509-838-9349

Enterprise Truck Rental

4300 S. Geiger Blvd., Spokane
509-838-9349

MTRWESTERN

2907 S. Spotted Road, Spokane
509-624-2870

Kalispel Tribe of Indians

100 N. Hayford Road, Airway Heights
509-481-2026

Spokane Tribe of Indians

6195 Ford-Wellpinit Road, Wellpinit
509-458-6586

UTILITIES & ENVIRONMENT

Avista Utilities

1411 E. Mission Ave., Spokane
800-227-9187

Graham Road Recycling & Disposal Facility

1820 S. Graham Road, Medical Lake
509-244-0151

Inland Power & Light

10110 W. Hallett Road, Spokane
509-747-7151

Sunshine Disposal & Recycling

11320 W. McFarlane Road, Airway Heights
509-924-5678

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business; let's
keep it that way!**

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KindnessNotCOVID.org



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CARE FOR OTHERS LOCAL.**

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and they're ready to
serve you



www.westplainschamber.org

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