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# MAY

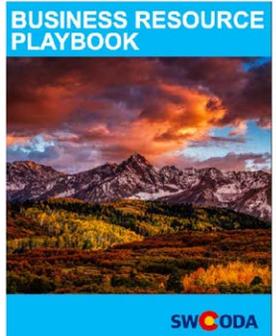
- 2 LETTER FROM THE EXECUTIVE DIRECTOR
- 3 NEWS & EVENTS WENDY MOST INSURANCE
- 4 NEWS & EVENTS OHANA PHYSICAL THERAPY
- 5-6 NEWS & EVENTS
- 7 SHARE THE LOVE AUCTION RESULTS
- 8 NEWS & EVENTS
- 9 NEW & RENEWED MEMBERS
- 10 BUSINESS CONNECTION
- 11 LEADERSHIP LA PLATA
- 12 MERCY REGIONAL MEDICAL CENTER
- 13 VIRTUAL TRAINING MEETINGS
- 14 VIRTUAL LUNCH & LEARN

## No One Cares How Much You Know ... Until They Know How Much You Care.

And we care a lot.....we care about our members, we care about our community and we care about you! While we can't meet in person, the Chamber staff is striving to stay connected to you and each other daily, weekly, as often as we can. We are grateful to use various technology platforms to share information with you and each other so that we can stay on top of this fast-moving thing called COVID-19.



We have worked closely with our partner organizations to provide up-to-date information that you will find on our website [www.durangobusiness.org](http://www.durangobusiness.org). We have conducted surveys so that we can share accurate information with our local, state and federal officials about how this crisis is affecting us right here at home. We are hosting virtual trainings so that the community can stay educated while working remotely. The Durango Chamber is here for you.



Below are a couple of quick reference links to assist businesses in getting the help they need to survive and prosper in the coming months.

- Business Resource Playbook: [click here](#)
- Southwest Colorado Disaster Assistance: [click here](#)

Our proud executive sponsors



## Do you believe we are ready to reopen?

**Answer**

Click [here](#) to see the results from the COVID-19 2.0 Survey

# NEWS & EVENTS

*From the Executive Director's pen*

## Big Voice for small business...

Jack Llewellyn, Chamber Director



The afternoon of March 17, 2020 our lives changed like many of you. At the Durango Chamber of Commerce, we migrated to working remotely. As of now, the chamber staff is hunkering down but still working to help keep our economy going, as we ALL need to be doing.

Those of us in the background of the business community are working to figure out all the options we can do to sustain us through this time, as we begin to re-open.

Rest assured the Chamber staff and I have been working diligently for our members and the community we all love. I have participated in an average of 5 virtual meetings a day. The Chamber is a “big voices for small business.”

The Chamber is part of the Legislative Affairs Coalition and we collectively came together to strongly oppose the county's moratorium in conjunction with the new Land Use Code. Thank you to the Board of County Commissioners for hearing our concerns and cancelling the moratorium.

I have reported our survey findings to Senators Gardner and Bennet, Congressman Tipton and state Senator Coram and Representative McLachlan. Our [COVID-19 Survey 2.0](#) can be found here. In addition, the Durango Chamber is part of 80 national Chamber's urging for Business Interruption Insurance changes.

I want to give a shout-out to our local banks and local accountants who are keeping current on all these supportive measures and helping their clients navigate the hoops and loops. Red tape and tons of paperwork are not the most fun on anyone's top ten list.

AND, thank you to our media partners in this community. Most people probably don't think about

it, our media relies on advertising to survive – and if a business isn't open, they're not advertising, and that's income that our media centers need to keep providing you with information (print, radio, TV, even social media).

To assist the local economy, we here at the Chamber are doing a number of online meetings, workshops and more – all designed to keep businesses informed about opportunities to keep your business IN business, and take care of your employees. All of these are free. Just check our website, [www.durangobusiness.org](http://www.durangobusiness.org) to find out the scheduling. And did we even know what Zoom was before this?

And finally – shop local. I'm trying not to be a broken record (shows my age with that addage). But our partnership with the Business Improvement District and Local First has resulted in an Online Store (thanks Tim Walsworth and Tanya Clegg). The community raised \$102,000.00!

You can still purchase gift cards directly with a business to be used when we all start to emerge from our quarantine cocoons. So we can all emerge safely, please continue to wear a protective mask and frequently wash your hands while out on essential excursions.

On a call with Chimera Communication's Nancy Brockman, she coined this is “business unusual.” And it breaks my heart that so many of our local events have been cancelled or postponed. But Durango is resilient, and we will return bigger and better than ever. Again, if you need help or want to give help visit [swcoda.org](http://swcoda.org). Stay safe.

### President

Diana Murray, *ASAP Accounting & Payroll*

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 Suzanne Phare, *Real Ideal Coaching*  
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## 2020

### CHAMBER BOARD OF DIRECTORS & STAFF

### Staff

Jack Llewellyn, Executive Director  
 Rita Simon, Chamber Manager  
 Jennifer Dickens, Communications Coordinator  
 Peggy McCulloch, Office Assistant

2301 Main Avenue | Durango, CO 81301  
 970.247.0312 | Fax 970.385.7884

[www.durangobusiness.org](http://www.durangobusiness.org)  
[chamber@durangobusiness.org](mailto:chamber@durangobusiness.org)

## NEWS & EVENTS

### Chamber Offers Virtual Trainings

You asked... We delivered! The Chamber is excited to offer several virtual trainings coming up in the next few weeks. During this time when we are unable to meet in person, The Durango Chamber of Commerce has put together a series of virtual trainings that Chamber members can take advantage of while working remotely.

**All these events are free for Chamber members, but you must register for each session individually to reserve your spot and receive your zoom log in invitation.** Please use our convenient online registration at [www.durangobusiness.org](http://www.durangobusiness.org) or email: [rita@durangobusiness.org](mailto:rita@durangobusiness.org).

**May 5th: Coffee@Home 8-9am**

Bronwyn Radcliff (Insight Coaching)

**May 6th: Manage Your Business Remotely**

**in Times of Uncertainty 10-11am**

LiveStream with Google

**May 7th: The Future of Work is Now 12-1pm**

Suzy Phare (Real Ideal Coaching)

**May 12th: Collaboration Tools 12-1pm**

Laura Ritz (The Durango Wordsmith)

**May 14th: New Tax Laws Related to the**

**CARES Act 12-1pm**

Pat Barrett (Tafoya Barrett and Associates)

**May 19th: The Science of Pain, the Nervous System, and the Kaiti Yoga Method: How to Re-frame Pain in a Time of Crisis 12-1pm**

Dr. Laura Wenger, PT, OCS, FAAOMPT (Tomsic Physical Therapy) and **Phyllis Dodson** (Kaiti Yoga Durango)

**May 21st: How Trauma Hides in the Workplace 12-1pm**

Katie McClure (Uncommon Health Solutions)

**May 27th: May Lunch & Learn 12-1pm**

Suzy Phare (Real Ideal Coaching)



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## NEWS & EVENTS



### Durango Businesses are Temporarily Allowed Additional Signage

Interim City Manager Amber Blake signed into order the temporary relaxation of regulations governing signage, such as banners, teardrop banners and sandwich boards, to allow local businesses, which

are lawfully in operation to advertise their services.

Local businesses are encouraged to use additional signage to draw customers while continuing to abide by state and local orders governing business operations and social distancing practices.

“The intent of this order is to allow businesses to better communicate with their customers in a fashion that meets current social distancing regulations. The City continues to work with our community partners to find ways to assist local businesses,” Blake said.

Normally a business must complete an online registration form before putting up a banner and is only allowed one sign for a two-week period. In

recognition of the difficult business environment created by the coronavirus pandemic and orders related to business operations, the City is waiving the requirement to register temporary signs and is allowing two additional temporary signs per business. Temporary signage can be displayed while the City’s Emergency Declaration is in force even if it exceeds the typical two-week limit.

Businesses located in commercial and mixed-use zone districts can display a total of three banners, teardrop banners or sandwich boards totaling 96 square feet. Each banner should still be no larger than the 32-square-foot maximum, and teardrop banners cannot be taller than 10.5 ft. Signage must be located on private property and not in the public right-of-way. Additionally, signage cannot restrict visibility, be a trip hazard, impact traffic safety or cause any other type of public safety hazard. For more information, call (970) 385-4850 or email [plansrvcs@DurangoGov.org](mailto:plansrvcs@DurangoGov.org).



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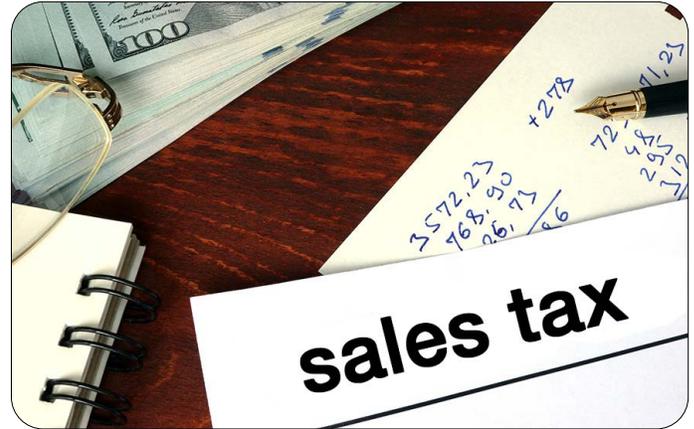
## NEWS & EVENTS

### Durango Businesses Can Apply to Temporarily Defer Sales Tax Payments

Interim City Manager Amber Blake signed into order the deferral of sales tax payments to help mitigate the impacts of the COVID-19 pandemic on businesses that qualify within city limits. The City is accepting applications for the deferral of payments due during the period when the Emergency Declaration is in effect.

“The intent of this order is to relieve some of the pressure our small businesses are experiencing due to the COVID-19 pandemic. The City is striving to find ways to assist our business community, we are hopeful that this action will help. If this order can save a small business in long run, it was effective,” Blake said. To qualify for the temporary deferral of the payment of City sales and use taxes, a business must meet the following criteria:

- Have a current business license issued by the City.
- Is required to collect and remit sales and/or use taxes to the City under the provisions of the City Code.
- Is not otherwise delinquent as of April 10, 2020 in any payment of sales or use taxes to the City and is not delinquent in filing any sales or use tax return due to the City.
- Has a physical location or a substantial bona fide physical presence within the City during the entire period described for the deferral of sales and use taxes.
- Had total gross sales subject to tax within the City of less than two million dollars (\$2,000,000) during the twelve (12) month period ending on February 29, 2020.



Payment of sales or use taxes for sales after March 1, 2020 and during the period the Emergency Declaration is in effect, may be deferred until 90 days after the month in which the Emergency Declaration is terminated. All taxes will need to be paid in full at that time. No interest or penalties will be imposed on deferred amounts that are paid when due. A business cannot defer more than \$10,000 in sales or use taxes.

The sales tax deferral application and Order 2020-02 are available at [DurangoGov.org/SalesTax](http://DurangoGov.org/SalesTax). Submit completed forms to [Finance@DurangoGov.org](mailto:Finance@DurangoGov.org). For more information, please call (970) 375-5000.



For the recent  
Governmental Affairs Coalition  
report [click here](#)



Click to  
register

## Coffee @ Home

Tuesday, May 5<sup>th</sup> • 8:00 - 9:00 am

Stay Home! Grab Your Cup of Coffee! Join the ZOOM Meeting!

Presenter:

Bronwyn Radcliff, House Calls





## Stay Positive to Help Yourself – and Others – Through This Stressful Time

During stressful and uncertain times, it's normal to feel anxious and scared. Chances are, most people around you feel it, too. It's easy to infect each other with anxiety and fear, but we can take steps to protect ourselves from these emotional contagions. To start, cut down on how often you engage in venues where fear feeds on itself, such as social media, cable news, and frenzied conversations with friends and coworkers. Do your best to distinguish between people who are speculating and those who have sound information. Also, take care of your mental health. This means exercising, practicing mindfulness and meditation, volunteering, and seeking out positive, high-quality connections with others — even if they're virtual. Simple wellness practices like these will help you build resilience and positivity, and maybe pass some along to the people in your life.

### 10 Words Leaders Should Avoid When Discussing Coronavirus With Their Employees

We all know that people are scared about coronavirus and desperately want more information. And while most business leaders aren't microbiologists, they are discussing how the outbreak could impact their businesses and trying to calm their employees. That's an understandable and natural response.

Employees do want to know, sooner rather than later, when there's bad news. The study "The Risks Of Ignoring Employee Feedback" discovered that only 15% of employees believe that their organization Always openly shares the challenges facing it.

And the most shocking finding is that if an employee does believe that their company Always openly shares the challenges facing it, they're about 10 times more likely to recommend it as a great employer.

So we can't hide bad news or pretend that coronavirus doesn't exist; employees very much want to know what's going on, even if the news is bad.

But there are good ways and bad ways to discuss scary topics with employees (whether it's coronavirus, a potential bankruptcy, layoffs, etc.).

The general rule when discussing scary topics is to be factual (i.e., use language that's specific, unemotional and objective). Hyperbole or any exaggerations are, by definition, not factual. Feeling words (e.g., terrified, devastated, horrified, furious) are often not factual. And absolutes (e.g., always, never, impossible, everything) are generally not factual.

To give leaders a quick cheat sheet, try to avoid using any of the following ten words when discussing coronavirus (or any emotionally charged and scary topics): always, never, nothing, impossible, collapsing, everything, devastated, huge, immeasurable, and deadly.

Those ten words are unspecific and emotionally charged. For example, there have been numerous reports in the business press that, as a result of coronavirus, "the airline industry is collapsing." But what does "collapsing" really mean? Is there a specific decline in revenue that an industry has to reach before it can be considered collapsing?

Saying something like "ABC airline has paused 30% of its routes" is a fact (assuming it's true). But "collapsing" is comparatively unspecific. Remember that the less specific a

word is, the more it can be misinterpreted. And when people are scared, they're more likely to misinterpret words in a negative direction (thus increasing their anxiety).

This can also happen in a seemingly more positive direction. If I tell my employees, "everything is fine" or "there's nothing to worry about," I'm still using words (everything, nothing, fine) that are not particularly factual.

First, I really don't know what "fine" means. Things will be the same as they are right now? We'll all get bonuses? Sales will grow? Fine is a pretty vacuous word and thus open to lots of interpretations.

The words everything and nothing are also not particularly factual. Is it really true that everything will be fine? There's absolutely no chance at all that something could possibly go wrong? While it might seem like telling employees "everything will be fine" would feel reassuring, the reality is that it seems dismissive, clueless and out-of-touch with reality.

When discussing scary topics, leaders should avoid using adverbs and adjectives where possible, and instead try to be factual and specific. If I tell employees, "we're moving quickly," what does quickly actually mean?

Instead, I could say "we're having a meeting on Monday with an infectious disease expert, we'll be developing contingency plans on Wednesday, and we'll be sharing the detailed plan with employees on Friday."

Which of those statements makes the leader seem more in control and calming? Of course, the statement with details and specifics.

Finally, be mindful of the negative impact that social media will have on your ability to stay factual.

The major platforms, e.g. Facebook, Twitter and YouTube, want to keep us emotionally excited because those emotions generate views and clicks, and maybe even viral content.

A few years ago, Facebook expanded its Like button, rolling-out six emoji-alternatives called "Reactions" that give Facebook users a palette of emotions with which they can react to friends' posts. The reactions are Like, Love, Haha, Yay, Wow, Sad and Angry. But notice how there's no picture of a microscope to indicate that a post seems factually accurate. There's no button that asks, "Can we discuss this further?" There's no button that says, "Hey, calm down and think factually before you do or say something you'll regret."

Social media, in all its myriad forms, is training us to react emotionally. They want us to feel awe, anger or anxiety. In fact, in the year following their launch, Facebook users shared 300 billion of those Reactions.

I'm not suggesting that you eschew all social media. And I'm not suggesting that you never use adjectives, adverbs, or emotional language.

But I am suggesting that when people are scared, you can significantly impact their fear for better or worse.

If you can be a calming voice-of-reason, using factual and specific language, you can inform your team while keeping them calm, rational and productive. And that might be the best way for leaders to keep their companies from "collapsing."

## NEWS & EVENTS

### Share the Love Durango Was a HUGE Success

Written by: Tim Walsworth, Executive Director, Durango Business Improvement District



Share the Love Durango was a joint effort of the Durango Business Improvement District (BID), Durango Chamber of Commerce, and Local First. I could not be prouder of our work to support local businesses!

A total of \$102,000 in sales were made through the Share the Love Durango online store. We asked the community to support local businesses, and they did, proving once again what an amazing community we have.

The concept behind Share the Love Durango was to create an online marketplace to concentrate local goods and services from businesses that were either closed completely, or whose operations had been severely impacted by the stay at home order. BID, the Chamber and Local First converted an online auction site to serve as our online store.

One hundred and twenty businesses entered goods or services to sell. More than 500 members of our community registered to buy items, and collectively they made nearly 1,000 purchases! The store was open for 17 days, and averaged around \$5,000 a day in total sales.

Share the Love Durango would not have been possible with the support of our sponsors. Four Corners Broadcasting and Alpine Bank stepped up to offer free radio ads to help promote the online store. Durango Motor Company, Alpine Bank, and BID agreed to cover the fees associated with using the online site and for processing credit cards, so that 100% of sales went back to the business.

I want to also note the contributions of Tanya Clegg, BID's Director of Marketing and Communications, who spent countless hours researching and setting up the site, entering items and managing the promotion. Peggy McCulloch

at the Chamber also helped enter items. Jennifer Dickens at the Chamber and Hayley Kirkman at Local First for designing the graphics to promote the campaign. This truly was a team effort, and the relationships BID enjoys with the Chamber and Local First were very important to the success of this campaign.

Thank you to everyone who purchased an item, and to our partners and sponsors.

While Share the Love Durango allowed businesses the ability to sell goods and services during the shutdown, it did not make up all the sales that were missed over the past couple of months. It is now more important than ever for the community to look local first when making purchases.

As our community, businesses and economy begin to re-open, please be intentional about your purchases. Follow the Chamber's slogan, and Local First's mission, and look to your local community for what you need before you go online or outside the area. Ask any of these organizations where to find a particular item you need, we are more than happy to help you find it locally!

I also urge local businesses to maintain your memberships in organizations like the Chamber of Commerce and Local First. I can tell you from my own experience how hard these organizations worked for your business and for our community and our economy during the shutdown. While some lives slowed down, for these organizations, the workload dramatically increased. Please continue your support of these business organizations.



## NEWS & EVENTS

### Lead with Transparency in Times of Crisis

If your team is working from home for the first time, chances are they might be feeling somewhat disconnected and out of the loop. You can help them by being transparent and making sure that everyone knows what's going on. Communicate what's happening at the organizational level around finances, client relationships, and big-picture goals. People may be nervous about revenue goals and other deliverables. Share as much information as you can, with as many people as you can, to help them feel like things are going to be OK. And communicate equitably. No team member should feel like they have less access to you than others. So make an effort to be available to everyone. Finally, when you run your virtual team meetings, aim for inclusion. Balance the airtime, so that everyone feels seen and heard. When people feel isolated, their imagination can begin to go wild. Transparent communication from leaders can help reign that in and set a good remote culture for their team.

*Tsedal Neeley; Harvard Business Review*

We asked our Diplomats to send us photos of their workspace at home.  
Thank you Marian Hamlen, Sandy Lane, Carmen Drulis & Tom Loch.



### **MAY POSTPONEMENTS**

**SHRED DAY – POSTPONED**

**CLEAN DAY – POSTPONED**

**GIRLS GONE GOLFING – POSTPONED**

**BUSINESS AFTER HOURS – POSTPONED**

## NEW MEMBERS

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Durango, CO 81301  
(970) 426-4596

[website](#)

Restaurants/Bars

### Four Corners Clean

Matthew Cranston  
114 CR 141  
Durango, CO 81303  
(970) 880-0206

[website](#)

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### Edward Jones - Jon Mills

Jon Mills  
Durango, CO 81301  
(970) 247-7849  
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Dugas and Associates  
Durango Computers, Inc.  
Durango Downtown Inn  
Durango Education Foundation  
Durango Wordsmith, The  
Econo Lodge Inn & Suites  
Edward Jones Investments  
Eolus Bar & Dining  
Fox Fire Farms  
Garrhs, Inc.

Grasshoppers Landscaping and Lawn Service  
Half Price Tees / Durango Embroidery & Print  
La Plata County Humane Society & Thrift Store  
Land Title Guarantee Company  
Open Sky Wilderness  
Pine River Lodge  
Powerhouse Science Center  
Rocket Pointe Apartments  
Serious Delights  
Sky Ute Casino Resort  
Southwest Raft and Jeep Inc  
Three Springs  
Tippy Canoe  
Trimble True Value  
Wells Fargo Bank  
WildMtn Innovations LLC

# BUSINESS CONNECTION

## Toh-Atin Gallery - Antonia Clark

written by Sara Lynn (Kuntz) Valentine

Toh-Atin Gallery at 145 West 9th Street is the passion and mission of one of Durango's 'oldest' and most interesting families. Jackson Clark II, owner since 2001, and his sister Antonia and their mother Mary Jane all still work at the gallery that Jackson's and Antonia's parents founded, reflecting their family's five generation love affair with southwestern Native American art.

"My father, Jackson Clark Sr., grew up in Durango," Antonia Clark tells me. "His maternal granddad, Harry Jackson, came to Durango as a blacksmith in 1881. His blacksmith shop, on the east side of the 800 block of Main, eventually turned into a family business, Jackson Hardware Store."

Antonia's grandparents, Marguerite Jackson and Fred Clark, ran Jackson Hardware throughout Antonia's father's youth. Native Americans frequently came from nearby reservations to buy supplies. Fred and Marguerite developed a passionate interest in Native American people, culture and art. "My dad spent many weekends with his parents on the Navajo reservation in the 30s and 40s," Antonia says.

Meanwhile, Antonia's mom, Mary Jane Black, was growing up in Blanco, New Mexico, where her dad owned a bustling trading post. Mary Jane's world was multi-cultural, representing a variety of Native American tribes, New Mexicans whose families had lived in the area when it was still part of Mexico, and the families of European settlers like her father, who, during any given day at the trading post, spoke his native Czech, along with Spanish, English and Navajo.

Mary Jane left Blanco to study nursing about the same time Jackson Sr left Durango to fight in WW II. By the time Jackson returned to work in the family hardware store, Mary Jane was a nurse at Mercy Hospital. The two had a lot in common and were soon married. Jackson II and Antonia were born in the early 1950s.

In 1957 Jackson Sr. and Mary Jane bought into the Pepsi Cola Bottling Company. Jackson immediately discovered that Navajo Reservation traders bought a lot of Pepsi but rarely had money to pay their bills. What they did have were stacks of beautiful rugs handcrafted by talented Navajo artists. Jackson solved the accounts receivable problem by developing a rugs-for-Pepsi Cola trade, a win for everybody involved.

Before long, enterprising Navajo weavers were bringing their rugs directly to Jackson at the bottling plant. Many told Jackson about a brother or grandmother or uncle or sister-in-law who was a gifted silversmith, potter, or painter. Jackson began developing close relationships with a broader variety of artists.

Jackson Sr. sold the earliest weavings he acquired to friends. But as his inventory expanded, there weren't enough local buyers to sustain sales. So Jackson began selling to gift shops. "When my brother and I were in college," Antonia says, "our summer jobs were traveling around the country in a van loaded with rugs and jewelry to sell." Jackson II's son Ed now travels for Toh-Atin, selling wholesale Native American art and rugs to retail shops all across the country. Ed's son and daughter, 13 and 11, help out at the family's

Navajo rug and jewelry shows.

In 1982 Jackson Sr. sold the bottling company and in 1983 opened Toh-Atin Gallery. "As Toh-Atin's collections have developed, our understanding has developed, and so have our friendships with these artists," Antonia says. "We represent Zunis from their pueblo near Santa Fe who do fabulous silversmith work and Hopis from Arizona who produce exquisite pottery, We represent artists from Santo Domingo, San Ildefonso, Santa Clara, Isleta, Tesuque, Jemez and many other pueblos, and of course, the Navajo Nation. Our family has been working with many of these artists since the 1960s, often with several generations of the same family."

As current owner of the gallery, Jackson II's two primary focuses are buying from individual Native people so they can support their families, and exposing and educating the rest of the world to their art in order to foster greater understanding of Native culture and heritage. Without buyers, these art forms would likely vanish. Jackson presents educational talks to groups of all types. His specialty is Navajo weaving. He writes a daily email newsletter with warm and personal profiles of the artists Toh-Atin works with.

Toh-Atin now has retail customers all over the world. Toh-Atin also works with people from far and wide who want to sell inherited collections. "We take estate collectibles, some quite rare, on consignment," Antonia says. "For instance, 'Maria' was a very famous potter who began her career in the 1920s. She rediscovered the centuries-old pueblo art of creating black pottery by reducing oxygen during the firing process, and became famous for black on black pottery."

Beyond Toh-Atin's showrooms, the Clark family present rug and jewelry shows as fundraisers for a number of organizations, including the University of Colorado Natural History Museum, the Natural History Museum of Utah and the Cowboy and the Western Heritage Museum in Oklahoma City. Toh-Atin is currently working with The Natural History Museum in New York City on a major Navajo weaving exhibit.

Antonia has been a fan of the Durango Chamber for many years. "Our Chamber is a very active and supportive chamber," Antonia says. "They provide great networking for all the businesses in town."

Learn more about Toh-Atin at [www.toh-atin.com](http://www.toh-atin.com). You may reach Jackson II or Antonia at (970) 247-8277. Read a fascinating, firsthand account of the art, history, geology, inhabitants, colorful characters and unique events of the Four Corners region throughout the 20th century in Jackson Clark Sr.'s 1993 memoir, 'The Owl in Monument Canyon,' sold at Toh-Atin.



*Antonia, Mary Jane, and Jackson*

# LLP MONTHLY FOCUS

## A Good Leader

Written by: Stacy Reuille-Dupont

This month I encourage you to be purposeful in your discussions as you assess what is working, what is not working, and what needs to change now, in the future, for the short term, for the long term. A good leader can stay steady through the storm. They are the guiding force. They do not make panic waves the rest of the team has to manage. Being a good leader is about the ability to manage difficulty with grace and honest assessment.

Do you know your own stress responses? A good leader does. A good leader does not hide behind a title as though that is enough. I know it is not possible to know everything about ourselves, however a good leader assesses their stress responses and works to be self aware. A good leader listens to feedback not only from their boss/supervisor, but also from their lateral teammates and those they supervise. A good leader does not fear constructive criticism or need to have all the answers. A good leader evaluates feedback and grows from it. Feedback for leadership growth does not always mean feedback was easy to hear, what you wanted to hear, or what you agreed with. However, a good leader listens and is objective about feedback working to make sure they are not taking it personally. A good leader does not shame, blame, and project their frustrations, anger, insecurities, or fear upon others. They do not call names and belittle their team members when things get hard. A good leader recognizes all have strengths and all have weaknesses. The good leader knows how to bring the team together in times of stress. This skills is about being able to meet the needs of the individual team members while also communicating the needs of the organization.

Health in any system is adaptability, flexibility, openness, and expansion. Good leaders see this as health for their personal style as well. A good leader does not fear failure or pivot points. They have an ability to be open, even when things are tough, the feedback critical, and road ahead uncertain. They do not get small and therefore make all around them feel small as well. A good leader recognizes team members want to be part of something larger than themselves. They want to be recognized for their contributions, seen for their abilities, and heard. Being able to really see and hear another is a gift good leaders give. They recognize how each member of the team contributes, accurately assesses strengths and weaknesses, not to exploit or shy away from, but to help the individual grow. A good leader helps all



members of the team build upon strengths and honestly address weaknesses. They mentor, hold accountable, and share goals and vulnerabilities. A good leader shows up authentically. Fully ready to engage even when it is hard. They aren't afraid of sharing the struggle while also holding the hope.

What kind of leader are you? Are you ready to weather the rest of this storm effectively? Are you in it authentically with your teams, getting ready for whatever comes next? Are you showing up in your own vulnerabilities sharing the struggle but shining the light of what we could become? Remember as old patterns break the path is wide open with possibilities

Today, LLP alum, it is important to reflect on your own journey of leadership development. Are you acting as the good leader? Need to shift back to your own strengths and support yourself during this stressful time so you can be the positive guide your team needs?

As many of you know it is LLP new class recruiting. Please reach out to encourage another toward participation in LLP. Help them step onto their own path of development, growth, and learning. The more members of our community who step into their own power and embrace leadership, with insight and conscious awareness, the more our community strengthens itself in all sectors. Lead positive growth toward something better ... as we have no choice but to change during these uncertain times.

*\*If you did not receive the social media posts to pin to your individual social media outlets, please reach out and we'll send them over. By spreading the message far and wide throughout La Plata County we ensure a diverse class for next year. Thank you for helping us make this happen.*

# Don't Ignore Other Serious Health Conditions

Medical emergencies unrelated to COVID-19 still occur. Please know that all of your health care needs, including life-threatening conditions and chronic illnesses, can be treated safely even as fears of COVID-19 loom.



## We Are Here to Help

If you have chronic health condition, feel you are developing something new, or have an injury or other medical issue, please see a health care provider.

**We have implemented strict screening and cleaning procedures**, for your safety and peace of mind. It is safer to see your doctor than ignore potentially serious health issues

Our primary care and specialty clinics are open to help with your health issues.

Orthopedics, Urology and Gastroenterology, and general surgery offices remain open for urgent patients.

Don't let diabetes, heart concerns, chest pains, leg swelling, or chronic open wounds go unchecked. This can lead to more serious problems.

## Telehealth and Virtual Visits

In many cases you can schedule a virtual or telehealth visit with a provider.

**Visit [www.Mercydurango.org](http://www.Mercydurango.org) to find your provider and schedule an appointment**

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Mercy Regional  
Medical Center



# Upcoming Virtual Training Meetings

Click on  
the topic  
to learn  
more and  
to register.



## May Calendar

May 5th Coffee@Home  
**Bronwyn Radcliff**, House Calls

May 6th  
**Topic: Manage Your Business Remotely  
In Times of Uncertainty**  
**Grow with Google Event**

May 7th  
**Topic: The Future of Working is Now**  
**Suzy Phare**, Real Ideal Coaching

May 12th  
**Topic: Remote Working Made Easy**  
**Laura Ritz**, The Durango Wordsmith

May 14th  
**Topic: Business Strategies & Tax Planning  
for Challenging Times**  
**Pat Barrett**, Tafoya Barrett and Associates

May 19th  
**Topic: The Science of Pain, the Nervous  
System, and the Kaiti Yoga Method: How to  
Re-frame Pain in a Time of Crisis**  
**Dr. Laura Wenger, PT, OCS, FAAOMPT**, Tomsic Physical  
Therapy *and* **Phyllis Dodson**, Kaiti Yoga Durango

May 21st  
**Topic: Trauma is Hiding in Your Workplace  
...and what you can do about it**  
**Katie McClure**, Uncommon Health Solutions

May 27th Virtual Lunch & Learn  
**Topic: Building Trust with Employees  
and Customers During and After the  
Coronavirus Crisis**  
**Suzy Phare**, Real Ideal Coaching

# Building Trust with Employees and Customers During and After the **CORONAVIRUS CRISIS**

Presented by **Suzanne Phare**  
**Real Ideal Coaching**

Businesses are dealing with unique and unprecedented decision-making around the current COVID-19 situation. The ability to make decisions without every bit of information means that sometimes you will be wrong. Every corner hides a new set of circumstances and you are doing the best you can. Meanwhile, your employees and customers are also learning to pivot and make sense of this new world. In this lunch and learn, you will learn how to tackle the hard work of rebuilding in the midst of a crisis, which includes learning how to adjust, heal and connect. Suzanne Phare, Leadership Coach and owner of Real Ideal Coaching, will be talking about the neuroscience of trust and why it is important to think ahead before getting behind during this crisis.

Sponsored by

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Real  ideal  
COACHING

**MAY  
VIRTUAL  
LUNCH & LEARN  
MAY 27th  
12 - 1PM  
FREE**

**RESERVATIONS  
ARE REQUIRED  
to receive your  
zoom invitation**

**CLICK HERE TO REGISTER**

or

**rita@durangobusiness.org**