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West Plains Daily Quill
FRIDAY, APRIL 30, 2021

Progress



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Grennan Systems and Design

Grennan Systems and Design, at 3429 North U.S. 63, sells and installs communications systems throughout West Plains and the surrounding area, including office phone systems, camera systems, home and business security systems, commercial and home fire alarm systems, access control, and home automation and personal monitoring.

Commercial and residential security are also offered by the company and, along with fire-wall protection, security equipment for burglary detection, fire detection and carbon monoxide detection are also available.

Access control allows customers to manage and record visitors entering and leaving a building, and communication systems allow coworkers to have conversations between offices in the same building or halfway around the world with the latest high tech personal messaging systems.

The company also offers voice over IP, a system that can incorporate a mobile phone into a business com-



STAFF PHOTO BY KIMBERLY LANGSTON

Ron Grennan

Asa Grennan established the business in 1983. The company is currently run by his son Ron Grennan and employs 15 people. For more information, call 256-6588, or visit the company's Facebook page.

munication system. Interoffice phone systems and intercoms are also a focus a Grennan Systems and Design.

Camera systems allow homes or businesses to be monitored from anywhere so property owners can keep a virtual eye on their property, from work or while on vacation.

Grennan's range of service and repair includes jobs big and small, from management of large corporate networks to removing viruses and malware from home computers.

State-of-the-art monitoring systems can offer peace of mind to the family members of older loved ones while providing them a chance to live independently longer, with round-the-clock protection accessed from a home intercom, and the ability to unlock doors, turn off lights, adjust temperature and turn off water remotely.

About the cover photo

A few lucky children, in eager anticipation of the opening of West Plains' brand new, music-themed splash pad, took the opportunity to check out the equipment in a "dry run" of sorts. By summer, the fun, like the water, will be flowing freely. The planned launch date is May 12 according to Community Services Director Todd Shanks. The music theme was chosen based on community input by a Facebook poll in September 2020, in which citizens were asked to choose between the musical design and baseball theme. Located in Butler Children's Park on Broadway, the splash pad is one of the first phases in the city's plans to improve the park. Future phases include adding an inclusive playground for children of all abilities, workout stations and new walking paths. The children present for the "dry run" are, from left, Rylee Ebert, Hadleigh Sorrell, Hollis Snodgrass, Jaxon Ell, and Natalie Ell.

STAFF PHOTO BY CHRIS HERBOLSHEIMER



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OUR MISSION is to coordinate and provide services for people with needs so that they can improve their quality of life.

This project/program is funded 100% at \$875,252 with federal funds received from the U.S. Department of Health and Human Services provided by the Missouri Department of Social Services.



**Facebook page
OzarkAction**

609555s

Air Evac Lifeteam

From local to global

Air Evac Lifeteam celebrates its 36th anniversary in August, and the company that started in West Plains with a single helicopter is now part of the Global Medical Response family of companies.

Global Medical Response (GMR) delivers compassionate, quality medical care in the United States and around the world. GMR was formed by combining the industry leaders in air, ground, managed medical transportation and community, industry/specialty and wildland fire services. Like Air Evac Lifeteam, all GMR companies have a long history of proudly serving communities across the country.

The GMR companies include: American Medical Response (AMR), Rural Metro Fire, Air Evac Lifeteam, REACH Air Medical Services, Guardian Flight, Med-Trans Corp., and AirMed International. GMR has more than 38,000 employees, including those who proudly serve in Membership and Patient Accounts in West Plains.

The GMR mission is to provide care to the world at a moment's notice, and

the employees in West Plains play a crucial role in supporting that mission for more than 100,000 air transports from across the country each year.

Seth Myers, GMR East Group President, said bringing the companies together has enabled many synergies that air or ground alone would never be able to do.

"Our combined services make us the leading provider of medical transportation," he said. "Together, we impact the lives of 13 million people each year and set new standards in medical care and transportation.

"I can't tell you how proud I am of our air and ground teams stepping up to provide care to those in need during this COVID-19 crisis across the country," Myers added. "From deploying to areas hard hit by the pandemic last year to stepping up to help provide critical COVID-19 vaccinations in communities across the U.S., our teams continue to make a significant impact in areas across the nation."

Membership remains a key component within GMR, and within the West



STAFF PHOTO BY KIMBERLY LANGSTON

AIRMEDCARE NETWORK employees include team members filling diverse roles on the ground and in the air. From left: Membership Sales Manager K.C. Kitrell, Program Director John Niesen, Base Mechanic Ben Rhoads, Flight Nurse Kandy Fuselier, Flight Paramedic Todd Vanatter and Pilot Ragan Callahan.

Plains workforce. Today, there are more than 320 air medical locations across 38 states – and members are covered at home and while traveling, starting at just \$65 per year per household.

"We are proud of our AirMedCare

Network," Myers said. "Memberships provide peace of mind, and have been part of Air Evac Lifeteam and West Plains for decades. Together with our patient advocates, this West Plains team helps us provide care to the world at a moment's notice."

Yardsale Leftovers?

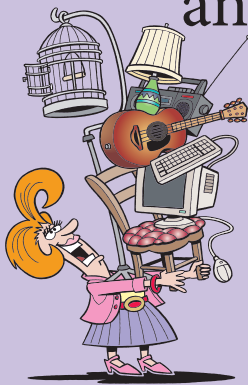


Donate them to Christos House and help victims of domestic and sexual violence.

Pick-ups available on Tuesdays and Thursdays.

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American Family Insurance-Bobbie Joyce



STAFF PHOTO BY KIMBERLY LANGSTON

American Family Insurance offers home, life, auto, farm, boat and recreational vehicle insurance at 3110 N. U.S. 63. Business hours are 8:30 a.m. to 5 p.m. Mondays through Fridays and by appointment weeknights and weekends. Visit the company's Facebook page or call 417-256-4488 for more information. From left: agent representatives Tyler Joyce and Toni Joyce and Agent Bobbie Joyce.

Billy Sexton Auctioneers



QUILL FILE PHOTO

Billy Sexton, right, of Billy Sexton Auctioneers often donates his efforts for a good cause, such as the annual West Plains Cystic Fibrosis Music Concert. Justin Kraft, left, joined him in 2018 helping out in all aspects of each auction event. Business hours are 9 a.m. to 5 p.m. weekdays. Visit the company website at sextonauctions.com or contact Sexton at 417-257-4595 or Kraft at 417-274-0073.

Country at Heart



COURTESY PHOTO

Shanna (Montgomery) Head and her husband Jay opened Country at Heart in January 2019 at 2 Court Square. Store hours are Monday through Saturday, 10 to 5.

Call 417-255-8464

for an appointment or virtual visit

West Plains Office Hours:

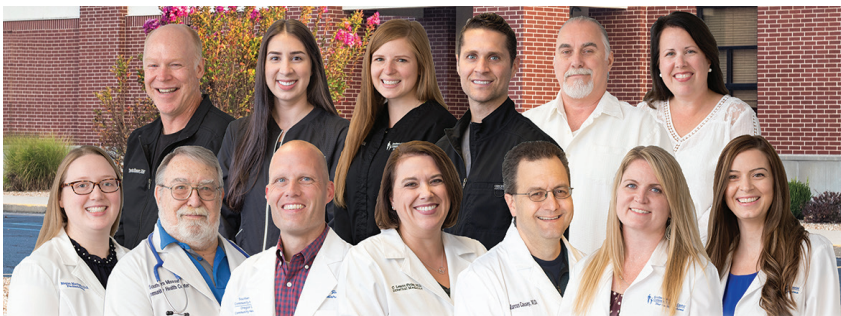
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First Row: Dr. Megan Montague; Larry Kennon, APRN-BC; Dr. Gary Finke; Dr. Leanne Finke, Dr. Robert Causey, Shelly Gingerich, FNP and Kristen White, FNP. Top Row: Dr. Travis Shearer, Dr. Gabriela Quirino, Dr. Ashleigh Gillespie, Dr. Brett Zobell, Joe Hackworth, LCSW; Elizabeth Mahan, LCSW.



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Butler Heating & Air



Since 1994, when it was founded by Larry and Shirley Butler and their son Jeff, Butler Heating & Air has served the heating and air conditioning needs of West Plains and the surrounding area. The business, located at 1626 Earls Drive in West Plains, offers a variety of heating and cooling

options with brands such as Trane, GeoComfort and Generac. Jeff and his wife Becky, who now operate the business, are appreciative for being voted Best Heating & Cooling in the Reader's Choice Best of the Best for four consecutive years. Find the company on Facebook and on the web at www.butlerheatingandair.com, or call 417-256-7984.

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Brill Title Company



Brill Title Company, 204 W. Main St., Ste. 1, has been in business for 125 years, providing title and land searches, title insurance, escrow closings, real estate closings and 1031 Exchange services. Kim Roberts and husband Tom have owned Brill Title Company and Allen Abstract and Title Company in Alton since 2009. "We stick religiously to our core values of honesty, integrity, and creating a smooth process for all customers," Roberts said. The business is open 8 a.m. to 5 p.m. weekdays. Call 417-256-2951 or email info@brilltitle.com. Seated, from left: President Margaret Keister and administrative assistant Sunie Pace. Standing are title examiners Martha Mills and Deanna Hewitt, Roberts and title examiner Sherri Davis.

Büro



STAFF PHOTO BY NICHOLAS HARING

SAME STAFF, UPDATED STOREFRONT – Büro, 202 W. Main St., opened in 1968 as Norman Orr Office Supply, locally owned and operated, and has stocked quality name brand office supply products and furnishings ever since, getting a facelift to the store's facade and changing the name to Büro. The store is open 8 a.m. to 5 p.m., Mondays through Fridays. For more information on Büro, follow @buro on Facebook and Twitter or call 417-256-6808. From left: Owner Reid Grigsby and employees Sawyer Jeckstadt, Charlie Barnes and Jeremy Cummings.

Christos House

Christos House, 125 Jefferson Ave., serves victims of domestic and sexual violence and has provided emergency shelter in one form or another in Howell County since 1982.

The organization began as a grass-roots effort by concerned citizens who saw a need for emergency services and housing for those seeking refuge from domestic violence, including physical and sexual abuse. It now provides outreach services to not only Howell, but also Carter, Douglas, Oregon, Ozark, Shannon, Texas and Wright counties.

The organization, which operates a resale store in West Plains to help fund its services, will soon be moving that store from its previous location on Washington Avenue to its new, larger location in the former Quill building on Jefferson Avenue.

"We're very excited about the new location and this will allow us to improve our services to our clients and the community," said Executive Director Moria Seiber. She added that not only will the new location house the resale store, it will also hold the organization's offices, storeroom and a computer lab for those who need assistance.

Christos House has 16 paid employees and a yearly operating budget of about \$750,000. That budget has to cover the cost of running and maintaining a facility that includes 36 beds, a kitchen and dining room, community room, indoor and outdoor play areas and outreach services.

For 2021, Seiber said Christos House will focus on updating and expanding its emergency shelter services to those experiencing domestic and sexual violence.



STAFF PHOTO BY NICHOLAS HARING

In May, Christos House will move its offices and resale store to the old Quill building at 125 Jefferson Ave. "We're pretty excited about the new location," said Executive Director Moria Seiber.



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Cut Above the Rest



QUILL FILE PHOTO

Cut Above the Rest offers residential and commercial lawn care, maintenance leaf removal, snow removal and mulch for sale. The business is licensed and insured. Call 417-372-2769 to learn more. From left: Cody Summers and owner Dylan Waggoner.

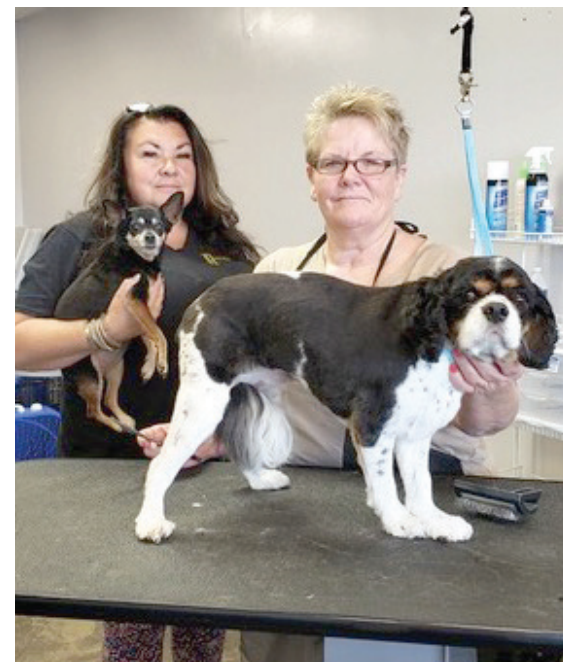
The Dog Wash

The Dog Wash, 1504 Preacher Roe Blvd., Suite 4, across from Colton's, specializes in grooming large dogs and offers a full range of services, including bathing, haircuts, nail trimming and painting, de-shedding, and expressing glands.

The business is now offering spring shave-downs for the big dogs.

Partners Beverly Rogers and Danielle Jones have more than 25 years of experience in grooming, and work on all breeds and all sizes. They went into business in January 2019. Appointments may be made Mondays through Saturdays; call Danielle at 417-855-0321 or Beverly at 870-371-0741.

The Dog Wash also has a Facebook page @dogwashwp, or email Lillyraylynn225@gmail.com.



COURTESY PHOTO

The Dog Wash owners Danielle Jones, left, and Beverly Rogers.

Edgeller and Harper Farm Equipment

Edgeller and Harper Farm Equipment, Inc., 4973 U.S. 160, is celebrating 40 years in business.

The heavy equipment business was founded in 1981 by Bruce Edgeller and R. L. Harper, and is now owned by Bruce and Linda Edgeller. The family-operated business includes son John, daughter Charlene and grandson Henry among its 15 employees.

A second Edgeller and Harper location opened in Cabool in 1998, and that location moved in 2008 from Cabool to 8665 Outer Road in Mtn. Grove, and employs 12 workers.

There are two full-time small engine mechanics in Edgeller and Harper's small engine repair shop, working on lawn mowers, chainsaws and Weed Eaters.

Edgeller and Harper specializes in Kubota brand tractors and farm equipment, Cub Cadet lawn and garden equipment, Husqvarna chainsaws and Vermeer hay equipment. Bush Hog and Land Pride implements are other lines the business carries.

The company buys, sells and trades farm equipment and offers a fully stocked parts department and trained service department for the products sold. They cover a large area, serving more than eight counties in Missouri and four counties in Arkansas.

Edgeller and Harper is open from 8 a.m. to 5 p.m. Mondays through Fridays and 8 a.m. to 1 p.m. Saturdays.

For more information visit the Facebook page @edgellerharper, call 417-256-0420 or visit Edgellerandharper.net.



STAFF PHOTO BY KIMBERLY LANGSTON

Edgeller and Harper Farm Equipment has been in business for 40 years in West Plains, and about 13 years at their Mtn. Grove location, carrying farm, lawn, and garden equipment, and now offers small engine repair.

The Fish Shack



STAFF PHOTO BY CHRIS HERBOLSHIMER

The Fish Shack is open at 11 a.m. Tuesdays through Saturdays at 613 Porter Wagoner Blvd. The business is known for its southern style catfish, hush puppies and cole slaw, and also serves seafood, hamburgers, steaks and other family favorites. Call 417-256-2555 for pick-up through the convenient drive-thru, or come dine in.

Gammill Sewing Center



Gammill Sewing Center, 108 Washington Ave., has been in business since 1965. The company is the largest Janome sewing machine dealer in southern Missouri and northern Arkansas. The store is open 8:30 a.m. to 5 p.m. Mondays through Fridays and from 8:30 a.m. to 1 p.m. on Saturdays, or call 417-256-5535. From left: Store Manager Frank Drumright, sewing trainer Debra Harrower and Service Manager Craig Brassfield.

QUILL FILE PHOTO



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CARSTAR Gobel's Collision Repair



STAFF PHOTO BY NICHOLAS HARING

Locally-owned Gobel's Collision Repair, 1631 Old Airport Road, has joined the CARSTAR network of 700 auto body repair shops across North America. Since 1989, CARSTAR, a preferred partner with many insurance companies, has offered expert repairs to all makes in models and best-in-class customer service. CARSTAR Gobel's Collision offers collision repair, frame repair, paint work, windshield chip repair, hail damage repair and paintless dent repair. Business hours are from 8 a.m. to 5 p.m. Mondays through Fridays. Learn more by following @gobelscollision on Facebook or calling 255-2513. Employees, front row, from left: Jay Shelton, Todd Gobel, Brittany Gobel, Brandi Gobel and Jimmy Seley.

Heart of the Ozarks Fair



The 2021 Heart of the Ozarks Fair is scheduled for June 7 through 12 at the Heart of the Ozarks Fairgrounds on north U.S. 63 in West Plains. Find Heart of the Ozarks Fair on Facebook for more information.

QUILL FILE PHOTO

Habitat for Humanity of Howell County

Habitat for Humanity International is a global Christian housing ministry seeking to eliminate poverty housing.

Since 1994, with the help of local volunteers and supporters, Habitat for Humanity of Howell County, 1109 Porter Wagoner Blvd. in West Plains, has built or rehabbed 26 homes for and with deserving families. This year, Habitat was voted Best Charitable Organization in the West Plains Daily Quill's Best of the Best Readers' Choice Awards.

Through partnering with families who cannot obtain conventional housing, Habitat helps families build simple, decent and affordable homes which Habitat then sells to the families at no profit and carries the mortgage at zero interest. Homeowners are required to make a \$500 down pay-

ment and must contribute a minimum of 300 hours of "sweat equity" toward the construction of their house.

Everyone is invited to donate to or shop at the Habitat ReStore. Items donated, such as furniture, housewares, appliances, building supplies, cabinets, sinks, etc., are sold to the public at a reasonable price or used in construction of Habitat houses. All revenue from sales goes to the Howell County area Habitat building program. Drop in and shop over 8,000 square feet of quality, preowned inventory.

To learn more about volunteering and getting involved call 417-256-1576, stop by during business hours from 8 a.m. to 5 p.m. weekdays or 9 a.m. to 1 p.m. Saturdays, or email president@howellcountyhabitat.org. The organization can also be followed on Facebook, @HabitatforHumanity-offHowellCounty.



COURTESY PHOTO

Habitat for Humanity of Howell County and the Habitat ReStore, 1109 Porter Wagoner Blvd. in West Plains, offer used housewares and building supplies for sale to the public to fund the organization's mission to end poverty housing.



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J and J Recovery



COURTESY PHOTO

J and J Recovery, owned by James Jones, above, has been in business in West Plains and the surrounding area since 1999 and has been voted "The Best of the Best" by West Plains residents. The company is located at 1300 County Road 8690, available 24 hours a day, seven days a week for towing, roadside assistance, accidents, recovery and unlocking services. James says he has had a successful day when he ends it knowing that he helped someone. Call 417-256-7628 for assistance.



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FINANCIAL FOCUS

Look at Your Financial Situation Holistically

What's the biggest financial mistake you can make? Choosing the wrong investments? Waiting too long to save for retirement? Underestimating the costs of retirement? All these are reasonable answers, but the biggest mistake you might make is not looking at your financial picture holistically – that is, not bringing into the picture all the elements of yourself.

Let's consider some of them:

- Your views on helping your family – Your decisions about helping your family are clearly going to be a major part of your financial strategy – and this is true at virtually all stages of your life. When your children are young, you'll need to decide if you're going to put away money for their college education, and, if so, how much, and in what investment vehicles. When they're young adults, you may also need to decide how much financial support you're willing to provide for things such as the down payment on a new home. And when you're drawing up your estate plans,



COURTESY PHOTO

Mark Lewis, Edward Jones financial advisor

you'll need to consider how to distribute assets to your children, grandchildren or other family members.

- Your personal beliefs – As someone with civic, ethical and moral concerns, you want to positively affect the world around you. And that's why you may feel compelled to make charitable gifts throughout your life and then make philanthropy part of your legacy. To accomplish these objectives, you'll want to include gifting techniques in your financial strategy today and your estate plans for tomorrow. Of course, for the estate planning component, you'll need to work with your tax and legal advisors.

- Your purpose in life when you retire – When you retire, you may be stepping off a career

path, but you're also entering a world of possibilities. How will you define, and live out, your new sense of purpose at this stage of your life? Do you seek to broaden your horizons by traveling around the world? Do you want to give back more to the community by volunteering? Can you spend more time pursuing the hobbies you enjoy? Each of these choices will carry different financial implications for how much you'll need to accumulate for retirement and how much you will need to take out each year from your retirement accounts, such as your IRA and 401(k).

- Your health – Your physical and mental health can play big roles in your financial plans and outlook. On the most basic level, the healthier you are, and the better you take care of yourself, the lower your health care bills will likely be during retirement, which will affect the amount you need to put away for health care. And you also may need to prepare for the costs of long-term care, which can be enormous – in fact, a private room in a nursing home can easily cost \$100,000 per year, according to the insurance company Genworth.

It can be challenging to weave all these elements into a single, unified vision, so you may want to get some help from a financial professional. But, in any case, be prepared to look at your situation holistically – because, when putting together a lifetime's financial strategy, every part of your life matters.

This article was written by Edward Jones for use by your local Edward Jones Financial Advisor. Edward Jones, Member SIPC

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Kloz Klozet Ladies and Babies Boutique



COURTESY PHOTO

Kloz Klozet Ladies and Babies Boutique, 16 Court Square in West Plains, is a purveyor of ladies' apparel and accessories including hats, shoes, handbags, travel cases and an assortment of jewelry, and also offers baby clothing and registries. This year marks the boutique's 43rd year in business. Shown in front of the business are owner Florence James, right, and Dana McDaniel, who has been with the business for 10 years. For information call 417-256-3581 or follow "Kloz Klozet" on Facebook and @klozklozetwp on Instagram.

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Independent In-Home Services

Independent In-Home Services has been providing home and community based service since 2006 to the elderly and disabled individuals in a seven county area which includes Howell, Oregon, Ozark, Douglas, Texas, Shannon and Wright.

The company is a member of the Greater West Plains Area Chamber of Commerce and the Missouri Council for In-Home Services. Services provided include personal care, homemaker chores, respite care, advanced personal care and nursing visits.

Independent In-Home Services employs about 50 people who have had their backgrounds checked and been drug tested and provided training in the classroom and out in the field with other employees.

One of the company's goals is to provide quality care with compassion to its clients who just need



STAFF PHOTO BY NICHOLAS HARING

Independent In-Home Services, 401 Washington Ave., has been providing home and community based service since 2006 to the elderly and disabled individuals in this area. Staff, from left: Manager Debra Jorgensen, data specialist Carolyn Dillard, licensed practical nurse (LPN) Theresa Braswell, Nursing Supervisor Vicky Birdsong, office secretary Sandra Pankey and LPN Janita Mooney. Not present is LPN Tamera Agee.

that little extra help in their home. These services help individuals stay in their own home along with being a part of our community.

Independent In-Home Services accepts Missouri Medicaid, private pay and Veterans' benefits. It is located at 401 Washington Ave., West Plains, and of-

fice hours are 8 a.m. to 4:30 p.m. Mondays through Fridays.

For more information call 417-256-8722 or toll free 1-800-762-3065.

Meeks



Since 1919, Meeks, "The Builders Choice," has been the preferred lumber and hardware supplies destination for builders, contractors and remodelers. Meeks Lumber helps customers "from foundation to finish." The store, 1505 N. Kentucky Ave., can be reached by calling 417-256-3136. Front row from left: Suzanne Ellis, Holden Mathes, Zach Spencer and Jeremy Guffey. Back row: Valecity Enlow, Don Lancaster, Rodney Mathes, Kevin Driskell, Adam Robbins, Tristan Stetina, Mason Nelson and Zac Cooper.

STAFF PHOTO BY VICKI JOHNSON

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Old Time Antique Mall



STAFF PHOTO BY VICKI JOHNSON

Old Time Antique Mall, 601 Washington Ave., and its owner Donnie Haynes offer new and used merchandise, appliances and antiques. Hours are 10 a.m. to 5 p.m. Mondays through Fridays and 10 a.m. 4 p.m. Saturdays. Call 417-256-3322 for more information.

Outpost Motorsports

At Outpost Motorsports, 312 East Main St., customer service is the number one priority.

According to owner Jeremy Prewett, the company specializes in putting people on their dream bike.

Outpost Motorsports carries a wide array of motorcycles, ATVs and UTVs, and have easy financing options for customers to get them set up with an amazing new or used bike at a comfortable price. If they don't have what you want, they will get it for you, said Prewett.

The business works with a number of local and national banks and credit unions and has the best and most aggressive financing in the Ozarks. Good credit, no credit or bad credit is fine at Outpost Motorsports – there is financing available for all credit scores.

Prewett started the business in outside of West Plains. The business outgrew that space, and the



STAFF PHOTO BY VICKY RUTTER

Outpost Motorsports staff make customer service their number one priority. According to owner Jeremy Prewett, they specialize in putting people on their dream bikes. "If we don't have what you want, we will get it for you," he says.

current building was purchased. A complete renovation has been done. In doing this, Outpost Motorsports plans to be a part of the downtown atmosphere for years to come.

There are four employees ready to assist customers with their purchases, as well as a full-service shop with a full-time mechanic

available to work on all brands, and the business also carries accessories including helmets, wheels, clothing and gloves.

Business hours are 9 a.m. to 5 p.m. Tuesdays through Fridays and 10 a.m. to 4 p.m. Saturdays. Check out the inventory at outpostmotorsports.com or call 417-256-4169.

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Meadowbrook Natural Foods

As of April 1, Meadowbrook Natural Foods, 238 W. Main St. in West Plains, has been in business for 27 years and owner Adele Voss asks, "Did you know there is always something on sale at Meadowbrook?" The store opened in West Plains after the previous owner bought a business in Willow Springs and saw very quickly that customers were coming from West Plains. Joe and Adele Voss purchased Meadowbrook in April 2000. Adele, here with her welcome sign, has been with the store since October 1994. Since Joe passed away last August, Adele continues to run the store. Meadowbrook is open five days a week, closed on Saturdays and Sundays. Business hours are from 10 a.m. to 4 p.m. Mondays through Thursdays and 10 a.m. to 3 p.m. Fridays.



STAFF PHOTO BY ABBY HESS

Lynch Equipment



STAFF PHOTO BY NICHOLAS HARING

Lynch Equipment in West Plains, 3711 N. U.S. 63, sells a variety of outdoor equipment and has been a Kioti dealer since 1997. It is owned locally by Scott and Krystal Brown. Business hours are 8 a.m. to 5 p.m. weekdays and 9 a.m. to noon Saturdays. For more information call 417-256-1905.

Negri Plumbing



QUILL FILE PHOTO

Negri Plumbing has been in business since 1976 and is located at 2324 Quarry Road. The company supplies people with all of their household plumbing needs, including dripping faucet repair to plumbing major projects, in West Plains and surrounding areas in Missouri, per owner, Ray Gobel. The business is open from 8 a.m. to 4 p.m. Mondays through Fridays. For more information call 417-256-0362. Plumbing technicians, from left, are Gabe Gobel, Nathan Coffey and Alex Gerashimov. Jacob Trent and Robert Prichard are also plumbing technicians.

Tu-Goats Antiques



Chuck and Janice Tutone, owners of Tu-Goats Antiques, 41 Court Square, have turned a post-retirement passion for collecting antiques into an enterprising opportunity to share with other enthusiasts. The Tutones have spent decades collecting pieces, beginning for Chuck in about 1970, when he lived in Iowa. The Tutones say they really enjoy their job and the hunt for antiques. The items they offer are almost exclusively dated from before 1960, and often found during the couple's travels, never online. The store's hours vary and are posted daily on the business Facebook page @ Tu-Goats. Followers can also find the business on Instagram @TuGoats.

STAFF PHOTO BY KIMBERLY LANGSTON



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Mission First Medical



Mission First Medical, 917 W. Broadway in West Plains is a clinic that focuses on providing affordable, quick, quality medical care to people with high insurance copays or no insurance. The clinic's health providers are Dr. Mary Pendergrass, Family Nurse Practitioner Suzanne Huddleston and Pediatric Nurse Practitioner Ashlee Smith. The clinic's hours are 9:30 a.m. to 7 p.m. Mondays, Wednesdays and Fridays; 3 to 7 p.m. Tuesdays and Thursdays; and 9 a.m. to 1 p.m. Saturdays. For more information go to www.missionfirstmedical.com or call 417-204-4450.

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STAFF PHOTO BY KIMBERLY LANGSTON

Ozark Action Inc. has 160 employees providing services to families in six Ozarks counties, including staff at the home office in West Plains, shown here.

Ozark Action Inc.

Ozark Action Inc. is a not-for profit agency based in West Plains that has been dedicated for the past 56 years addressing the despair of poverty, with a mission of coordinating and providing services for people with needs so that they can improve their quality of life.

The agency has 160 employees and serves low- to moderate-income individuals and families in six counties: Howell, Douglas, Oregon, Ozark, Texas and Wright. Ozark Action is open from 8 a.m. to 4:30 p.m. Mondays through Thursdays, and there is a new no-contact entry and walk-up window.

Throughout the past year Ozark Action has continued to provide all services to area residents, with some changes to processes and procedures, but the doors have remained open. The pandemic has increased the needs throughout our communities, but has also provided many new resources to assist families, repre-

sentatives said.

Some of the many programs offered through Ozark Action include tax preparation assistance, vehicle loan program, energy assistance, family support programs, community projects, weatherization, volunteer program, HUD rental assistance, services for homeless individuals and families as well as those experiencing a housing crisis, Head Start, Early Head Start, and assistance for those enrolled in Medicare and workforce assistance.

In addition, a thorough intake, referral and assessment program provides an extensive individual or family assessment and provides referrals to on site programs as well as referrals outside the agency.

Ozark Action continues to work with any partners in the region with a goal of improving community and economic conditions. For more information on the programs and assistance offered, visit oaiwp.org, call at 417-256-6174, or follow Ozark Action on social media.



Tu-Goats Antiques

Chuck & Janice Tutone

41 Court Square
West Plains, MO 65775

(928) 848-7016

janicetutone@aol.com



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COMMUNITY FIRST BANKING COMPANY



Community First Banking Company opened its doors in November 1997 with 45 local investors, 10 employees and \$5 million in assets. The main office is still located at its original site, at 1330 Southern Hills Center, and has increased in size, exponentially, since its inception. The main bank location now has 23 full time employees and several part-time employees. The bank has an 11-member board of directors with two advisory directors, along with an experienced staff of officers and employees.

Community First provides local management and decision-making with full-service banking opportunities for the residents of South-Central Missouri, including a 24-hour ATM location. Along with the main bank, there is another West Plains branch, located at 1220 N. Porter Wagoner Blvd, as well as full-service locations in Mtn. Grove and Thayer.

We are very proud of our progress over the last 24 years, for several reasons. Primarily because it shows that the local community, truly appreciates having a locally-owned financial institution that puts them first. Over the last three years, we have completed a comprehensive interior remodel of our main office, and we have also updated the interior of the Porter Wagoner facility. Also, in November 2019, we completed the construction of the new Thayer facility, which contains more than 3,000 square feet of space. New full-service ATMS have also been added during that time, and they are now capable of accepting deposits, 24 hours a day. In 2020, we renovated our main bank's entrances, with a new facade on the front and back, along with new soffit and fascia, all around.

In addition to physical progress, we are very proud of the financial progress that we have achieved as well. Again, this is because of our loyal customers, and their trust in a true community bank. Having ended the 2019 year with assets of approximately \$192 Million, the bank grew tremendously during 2020, ending the year with assets of more than \$237 million, and at the current time, has surpassed \$250 Million in Total Assets. Our Mtn. Grove facility achieved \$45 million in assets during 2020, and continues to grow, now surpassing \$47 million. And at our Thayer facility, total assets have grown to more than \$20 million, since it was acquired in 2016. We have been a Bauer Financial, 5-STAR rated bank, for 45 consecutive quarters, and for the second consecutive time, we have been designated as "OUTSTANDING" by the FDIC, for Community Reinvestment. This designation is achieved by less than 5% of the banks in the United States.

Community First Banking Company has partnered with the Ozarks Small Business Incubator to promote the Business Women First campaign, and to help support the Business Women's Expo. The purpose of this program is to promote and encourage the interests of all women business leaders, managers, and owners, create innovative and effective change in business culture, build strategic alliances and affiliations, connect and inspire women to meaningful conversations about entrepreneurship, business leadership, and to achieve a greater work life balance.

The officers and staff of Community First, donate both time and financial support to many local causes, including Segs 4 Vets, Samaritan Outreach Center, United Way, and many more. They volunteer numerous hours of their own time, to serve on many worthwhile boards and committees.

Community First's slogan is "Living up to our name." Since adopting that slogan, the bank has donated more than \$25,000 per year to charitable, civic, fundraising, and educational causes. Community First takes pride in being a locally-owned community bank, and is very proud to call West Plains its home.



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OZARK INDEPENDENT LIVING

Ozark Independent Living (OIL) is a non-profit organization and one of Missouri's 22 Centers for Independent Living. It has served Douglas, Howell, Oregon, Ozark, Shannon, Texas and Wright counties since 1996 with Consumer Directed Services (CDS) and Independent Living Services (ILS). The programs are designed to enable individuals with disabilities and the elder population to maintain independence. In addition to helping address quality-of-life choices, another benefit of people living at home is that assisted-living admissions can often be reduced. This saves money for individuals and their families and for Medicaid.

CDS is designed for individuals with disabilities to have control over their own care. It

is one of the concepts that developed during the Independent Living movement which grew out of activism in the 1970s. The movement eventually led to passage of the Americans with Disabilities Act (ADA) which was signed into law by President George H.W. Bush in July 1990.

The purpose of the ADA is to ensure that individuals with disabilities have the same rights and opportunities as everyone else. It prohibits discrimination in all areas of public life, including jobs, transportation, schools and private places open to the general public. Some highlights include:

- Helps people with disabilities access the same employment opportunities and benefits available to people without disabilities. Defines disability and establishes guidelines for the reasonable ac-

commodation process.

- Prohibits discrimination on the basis of disability by "public entities" such as government agencies.

- Prohibits places of public accommodation from discriminating against individuals with disabilities. This includes privately owned, leased, or operated facilities like hotels, restaurants, retailers, doctor's offices, private schools, day care centers, health clubs, sports stadiums, movie theaters, etc.

- Requires telephone and Internet companies to provide a nationwide system of telecommunications relay services to allow individuals with hearing or speech disabilities to communicate by phone.

For more information about OIL, follow "Ozark Independent Living" on Facebook; call 256-8714; or visit ozarkcil.com.



Ozark Independent Living CONSUMER DIRECTED SERVICES Helping individuals with disabilities stay at home

ABOUT OIL CDS ELIGIBILITY *An eligible person must:*

- Be currently **Medicaid active** and at least 18 years old
- Have a **physical disability**
- Meet need-assessed **Level of Care**
- Be willing and able to hire, direct and supervise a **caregiver** (attendant)
- Live in Douglas, Howell, Oregon, Ozark, Shannon, Texas or Wright County

WHAT SERVICES ARE COVERED?

- **Meal preparation** and clean-up
- **Personal care** – bathing, dressing, hair care, shaving, brushing of teeth
- **Transfer of individual** to and from a bed to a chair, wheelchair or walker
- **Household tasks**, i.e. laundry, cleaning, making beds, changing sheets and **transportation for shopping**

WHO CAN BE A CAREGIVER? *Those eligible to give care:*

- Must be at least 18 years old, pass background check
- Must be able to perform assigned duties
- Can be a friend or family member (not a spouse)
- Can be an individual already on OIL's attendant list

HOW TO APPLY *If you are currently receiving Medicaid (MO HealthNet) contact:*

- **Ozark Independent Living 417-256-8714** or toll-free **888-440-7500** to make an appointment or stop by M-F, 8 to 4:30, 109 Aid Avenue, West Plains, Missouri OR
- **Division of Health & Senior Services - 866-835-3505**

BENEFITS OF USING OIL AS YOUR CDS PROVIDER...

- You are "the boss" of your caregiver with flexibility to hire your caregiver and control your schedule of care
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Ozark Independent Living is a non-profit organization and trusted CDS provider for over 20 years!

More information at www.ozarkcil.com
or email gcargile@ozarkcil.com - phone 256-8714

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Ramey

Ramey supermarket, 1211 Parkway Shopping Center off of Porter Wagoner Boulevard, is a full-line, employee-owned grocery store committed to serving the community by supporting to the best of its ability.

"We promise to serve the community by supporting local organizations that address issues that are dear to our hearts, such as hunger relief, education and health and human services," said Store Manager Bobby Roberts. "Our pharmacy provides children a monthly supply of multivitamins at no cost."

Where you shop matters. Ramey Supermarket in West Plains employs over 60 employees and strives to offer customer service matched by no other.

Business hours are 6 a.m. to 10 p.m. seven days



STAFF PHOTO BY NICHOLAS HARING

Ramey Health and Body Care Manager Marcie Mickey, Online Sales Manager Kourtney Collins and Grocery Delivery Coordinator D'Laine Barr have over 95 years combined experience with the store. McKee and Barr have both been with the company for 45 years. West Plains Store Manager Bobby Roberts says that the three represent both the past and future of Ramey grocery.

a week. Ramey supermarket offers same-day curbside pick up. Orders may

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Judy Eastman Insurance

For three decades, independent agent Judy Eastman-Ball has been in the business of helping people navigate the often-confusing world of insurance, Medicare supplements and future planning.

Agents at Judy Eastman Insurance, 1562 Imperial Center in West Plains, meet with customers to learn coverage needs, priorities and future goals, said Eastman-Ball. Then they discuss options available through several insurance companies. Together, agents and clients sift through choices to find the package that best fits the customer's needs.

"I do what's best for the customers," said Eastman-Ball.

The agency offers insurance for life, health, dental, vision, long-term care and final expenses, for funeral and end-of-life expenses. The office also offers Medicare supplements and Advantage and Part D prescription drug plans.

As changes to Medicare have been frequent in recent years, Eastman-Ball said, that particular program has become the office's specialty. She said since she began selling insurance in 1982 in Overland Park, Kan., she's watched the program grow more and more complex.

In 1998 Eastman-Ball returned to her hometown of West Plains, and with financial support from her former employer, launched her own independent agency. She started out in a home office, then moved her business in 2001 to the north branch of West Plains Bank.

By 2012, Eastman-Ball was joined by her granddaughter, agent Stephanie Spikoski. In 2013, the office moved to its present location. Agent Rebecca Ingram joined the

team in 2015.

All three women are members of the West Plains Optimist Club. Asked what accomplishments she's most proud of, Eastman-Ball said her participation in that club is at the top of the list. Optimist Club supports youth activities and enrichment. Eastman-Ball has served as president and treasurer of the club and, in 2015, was named a distinguished club president.

Judy Eastman Insurance is open from 9 a.m. to 4 p.m. Mondays through Fridays most of the year. During summer months, the office is closed Fridays. For more information follow @JudyEastmanInsurance on Facebook, visit www.judyeastmaninsurance.com or call 255-1150.



COURTESY PHOTO

OWNER JUDY EASTMAN-BALL, seated, is joined by staff agents Stephanie Spikoski, left, and Rebecca Ingram.

Ozarks Print and Pay



COURTESY PHOTO

Carl Douglas, owner of Ozarks Print and Pay, has been in business locally for over 35 years servicing and leasing copiers, offering discounts to schools and nonprofits. Call 417-257-4746 or email cdouglas1@centurylink.net.



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The Battery Station

Kevin and Bethany Falkner established their business in Chicago in 1989. Following a move to Iowa in 1991, the Falkners opened The Battery Station at 303 Washington Ave. in 2004, and are about to move to a new location on May 3 at 1769 South U.S. 63, Suite A, near Salutes homeless veterans' shelter and thrift store.

Kevin said they hope to celebrate the move with a grand opening cookout later this summer, and eventually be open on Saturdays.

The Battery Station, as the name implies, primarily stocks batteries of all types, including household, marine, truck, car and motorcycle batteries, plus specialties like hearing aid, AGM (alarm panel and emergency light) and CNC (computer numerical controller) batteries. The business also offers uninterrupted power supplies and portable power stations.

Kevin said The Battery Station has some items that work for camping, but its main focus is disaster and survival preparation supplies, and the business is expanding its line of military surplus in the near future.

Other items include ammo and firearm accessories like scopes, targets, ammo and firearm cases and rifle slings; an expanding supply of American



STAFF PHOTO BY KIMBERLY LANGSTON

The Battery Station is moving off Washington Avenue to a new location May 3: 1769 South U.S. 63, Suite A. Battery Station has been in business in West Plains since 2004, with a large variety of household and specialty batteries, military surplus, ammo and gun accessories, and survival items. From left: Manager Jeremiah Johnson and Kevin Falkner, who co-owns the store with wife Bethany.

made Pro-Shot gun cleaning supplies; and survival items such as MREs, dehydrated foods, water purification products, paracord, backpacks, knives, hatchets, multi-use tools, survival blankets, and first aid items.

Inventory that falls into the "little bit of everything" category includes flags and flag mounting accessories, bumper stickers and self defense sprays like pepper spray and bear spray.

The business has two full-time and two-part time employees, including Manager Jeremiah Johnson.

Kevin said he and his staff are excited about the move, having worked closely with Salutes and coordinated veteran and active duty military events showing appreciation, including gathering Christmas care packages to be sent overseas.

"We have a real heart for vets," he commented.

The Battery Station is open 9 a.m. to 5 p.m. Mondays through Fridays. Call 417-257-7799, fax 417-257-7883, or visit www.batterystation.com or their Facebook page, "The Battery Station."

Pruett Home Improvement

Since Bill Pruett launched the company in August 1971, Pruett Home Improvement, 3010 Porter Wagoner Blvd., has served West Plains and a 50-mile radius.

His son Keith Pruett came on board in 1972, working part-time while still in high school. At that time, the business was located across from Dairy Queen on south U.S. 63. In 1977, the Pruett family built and moved into the company's current location across from Talburt Animal Clinic.

Now business manager and president of the company, Keith says the family-owned business has earned a solid reputation in home improvement, contracting and material sales in south central Missouri and northern Arkansas.

Pruett Home Improvement has a large inventory of siding and soffit materials, as well as matching accessories. The company



STAFF PHOTO BY NICHOLAS HARING

Keith Pruett

serves contractors, builders, and the do-it-yourself homeowners with free delivery of materials to job sites, thorough cleanup after jobs, and reliable free estimates.

For years, the company has helped customers lower utility costs with fiberglass insulation, replacement windows and exterior doors, said Keith.

By buying quantities of home improvement supplies and materials by the truckload, Pruett Home Improvement is able to provide superior product

selection and pass large cost savings on to the customer.

The company is one of the oldest distributors of Rollex brand siding and soffit materials and is a distributor for Wolverine vinyl siding. The company also offers Pella windows and doors.

Business hours are from 7:30 a.m. to 5 p.m. Mondays through Fridays. To learn more, visit pruethomeimprovement.com online or call 417-256-2040, or toll free at 800-748-8045.

Partners in Shine



Partners in Shine, owned and operated by West Plains native Cathy Roberts, offers residential, commercial and industrial cleaning services to customers in West Plains and the surrounding area. Over the last 30-plus years, she's built her client base to about 300 customers and employs about 20 workers, all of whom are bonded and insured. Email e.cathystone@gmail.com any time or phone 417-256-0459 between the hours of 8 a.m. to 5 p.m. for appointments, scheduling, and gift certificates.

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Missouri State University-West Plains

There were several highlights and accomplishments at Missouri State University-West Plains during the 2020-2021 academic year, as well as challenges brought on by the coronavirus pandemic.

In October, the university received a \$960,000 grant from the U.S. Department of Labor and Delta Regional Authority (DRA) to support its new advanced fabrication and welding technology program. Officials will enroll their first students for the program in fall 2021.

In April, the volleyball team won its 17th Region 16 and district titles and placed ninth at the NJCAA Division I National Volleyball Tournament on its home court, finishing the season with a 20-6 record.

Other highlights of the year:

- \$130,000 DRA grant for welding and robotic training equipment.
- Dedication of the Arch W. Shaw Foundation Writing Center in August.
- Approval of an Associate of Science in Computer Science degree for students interested in pursuing a bachelor's degree in computer science.
- Approval of an Associate of Applied Science in Community Behavioral Sup-

port degree to train community support specialists in behavioral and mental health.

In addition, campus officials continued to manage the coronavirus pandemic during the fall and spring semesters to ensure that classes would continue and essential services would be available to students.

After completing the 2020 spring semester virtually, including a virtual commencement in August, officials developed a plan based on local, state and federal guidelines that allowed the campus to reopen just in time for the 2020 fall semester. This included a cleaning and sanitizing plan, masking policy, and offering seated, hybrid and online courses. Even with the concerns from the pandemic, enrollment for the fall semester only dropped by 2%.

With the number of coronavirus cases dropping in the spring 2021 semester, students, faculty and staff began looking forward to a new, and more normal, academic year full of new beginnings and endless possibilities.

For more information about MSU-WP, visit the Missouri State-West Plains website at wp.missouristate.edu or call the admissions office at 417-255-7955.



COURTESY PHOTO

Officials from Missouri State University's campuses in West Plains and Springfield gathered with William Shaw, Thomasville, and his daughter, Emily Streit, West Plains, on Aug. 7 to dedicate the Arch W. Shaw Foundation Writing Center in Hass-Darr Hall on the West Plains campus. In the photo, foundation trustee Shaw and Streit stand next to the dedication plaque which will be placed in the center.



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Quality Floors

More than 30 years in the trade

Quality Floors, located at 1575 W. U.S. 160, has been locally owned and operated by the Holmes since January 1999. The family has been in the flooring trade for more than 30 years.

They and their teams of experienced installers sell and install solid and engineered hardwood, tile, carpet, vinyl tile and plank, cork and wood laminates, and ceramic tile.

"We offer free estimates and decorating consulting. We can refinish existing hardwood floors, do complete bath remodels, build new showers and do kitchen backsplashes and fireplace and tub surrounds," said Cherie Holmes.

Floors is open from 9 a.m. to 5 p.m. Mondays through Fridays, 10 a.m. to 2 p.m. Saturdays, and by appointment during evenings. For more information call 255-1727, visit the website qualityfloorswestplains.net or see "Quality Floors" on Facebook.



STAFF PHOTO BY KIMBERLY LANGSTON

Quality Floors has been in business since January 1999 and recently moved from its longtime Southern Hills Shopping Center location to 1575 W. U.S. 160. In addition to floor coverings and installation, the business offers bathroom remodels and Hunter Douglas window treatments. From left: sales and warehouse employee Nick Shaffer, owners Cherie Holmes and John Holmes, and sales and design employee Pam Studyvin.

Ramona Heiney-State Farm Insurance



COURTESY PHOTO

From left: Andrew Dodd, Rachel Stewart, Ramona Heiney, Abbey Hicks and Kate Martin.

Ramona Heiney of Ramona Heiney-State Farm Insurance has worked with State Farm for over 20 years, and as of June 1, Heiney has had her State Farm agency for six years.

She has four full-time employees: insurance account representatives Abbey Hicks, Rachel Stewart, Kate Martin and Andrew Dodd.

Hicks specializes in life and property insurance, Dodd in life insurance, Martin in auto and claims, and Stewart in customer service and office management.

Heiney's team is committed to providing exceptional customer service

and truly care about their customers and their families, she says.

The business provides auto, home, business, life and health insurance as well as financial services and is licensed in both Missouri and Arkansas.

Heiney has lived in the West Plains community all of her life. She is very involved in her church, Hill-top Chapel, and serves as the secretary/treasurer there, is very active in the West Plains Noon Rotary Club serving on the board as the Communications Chair and is a Zizzer Booster.

She sponsors Zizzer Baseball, West Plains High School theater productions and many other community events and needs throughout the year. She also supports many nonprofits such as the Boys and Girls Club, Bridges, Ozark Small Business Incubator and others.

"God has blessed me to work for an amazing company, with a talented, caring staff and serving a truly great community," Heiney says.

She was named the Greater West Plains Chamber of Commerce Citizen of the Year for 2019, received the industry recognition of Million Dollar Roundtable in 2018, and most recently was recognized by State Farm as an elite agency being awarded the 2020 Chairman's Circle and Ambassador Club recognitions.

Ramona Heiney-State Farm Insurance is open from 8:30 a.m. to 5 p.m. Mondays through Fridays, and by appointment evenings and weekends at 1024 Porter Wagoner Blvd.

Call 417-256-2744, follow her office on Facebook at @ramonaheineystatefarm or visit the website at ramonaheiney.com.



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Richards Brothers

A family business

Richards Brothers was started in 1932 when Claude Richards moved his general store from Pomona to West Plains. At that time Claude brought his three younger brothers, Newell, Dwight and Wells into the business forming Richards Brothers.

Richards Brothers quickly became the retail hub for a growing community and established themselves as the place for the fair deal and where the customer comes first. With a small chain of grocery, dry goods, sporting goods and feed stores, Richards Brothers provided just about anything the local customers wanted or needed.

Personal service, competitive prices and a com-

mitment to the customer is what the four brothers based their business on, and that is still at the heart of Richards Brothers. The store just celebrated its 89th anniversary.

Today, Richards Brothers is one of the Ozarks leading agricultural companies. Specializing in livestock feeds and supplies Richards Brothers has grown into a full fledged agricultural supply center for area farmers.

Richards Brothers is the area's only Purina Mills dealer.

"We carry Purina's line in cattle, dairy, horse, swine, poultry, wildlife, pet and other animals. We are also able to special order Purina Feeds for exotic animals, show animals other pets or livestock," said manager John Richards.

Richards Brothers also carries a large variety of



QUILL FILE PHOTO

Richards Brothers Feed Store, 114 W. Second St., is your headquarters for feed, seed, fertilizer and farm supplies in the Ozarks. Visit richardsbrothersfeed.com.

gardening needs, including seeds, fertilizer, pesticides and more.

"Most of our customers are third or fourth generation customers. Our goal is to help out with your needs, no matter what they are," said Richards. "We try

to have a personal relationship with every person who comes into the store."

Richards Brothers is located 114 W. 2nd St. and is open 7:30 a.m. to 5 p.m. Mondays through Fridays and 7:30 a.m. to noon on Saturdays.

Ruby Tuesday



STAFF PHOTO BY VICKY RUTTER

Ruby Tuesday has been in business more than 10 years in West Plains and offers family dining, a endless garden bar, desserts and a fully stocked beverage bar. The restaurant is located at 1008 Worley Drive. For more information call 417-255-1510. From left: General Manager Michelle Wharton, Shift Leader David Pray and Assistant General Manager Jeanna Kopf.

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Rubydoo's Vintage Event Center

Rubydoo's Vintage Event Center, 8240 County Road 9190, is in its seventh year of operation and during that time has hosted weddings, fundraisers, corporate parties and proms for area high schools including Dora, Koskhonong, Mammoth Spring, Ark., and Alton.

Dozens of weddings have been held at the center, says owner Ruby Collins, and it can also accommodate decoration for themed events such as birthday parties and wedding and baby showers.

Collins and husband Mark, who grew up on the farm property, built the 5,440-square-foot barn after she saw a need for an event space in the West Plains area.

An outdoor pavilion surrounded by rolling

fields is available for wedding and other ceremonies, and wildflowers have been planted for event photos.

Other events held there include reunions, anniversaries, business meetings and Christmas parties. Recent themes have included Harry Potter, unicorns, Zizzer Cross Country with school colors and photo banners, fiesta, a mother/son Fright Night and father/daughter dance. This year, a mother/daughter Mother's Day tea and father/son Father's Day campout are planned, both events to benefit local charities.

Collins is also available for planning weddings and other events and decorations are offered. The space includes a full commercial kitchen with the option of catering, and a variety of linens and ta-



COURTESY PHOTO

Rubydoo's Vintage Event Center, 8240 County Road 9190, offers a festive atmosphere for all manner of events.

ble settings. The center seats up to 300 people.

A house with a "bridal room" can be rented as part of a package for wedding party members to use the day of the event to dress for the wedding, with the option of an

overnight rental. Soon to be added is a restroom accessible from outside and a "groom's room."

Visit Rubydoo's Vintage Events/Collins Farm on Facebook or call Ruby at 417-293-1331 to make reservations.

Safe Harbor Yoga & Wellness, LLC.



COURTESY PHOTO

CRYS MATTISON, owner of Safe Harbor Yoga & Wellness, LLC. Located at 1536 Imperial Center, West Plains. Increase your strength and flexibility and relax the mind and the body with yoga. Alleviate pain and balance internal energy for optimal physical and energetic health with Clinical Qigong Therapy. Contact Crys for more information or to schedule an appointment 417-293-2006.

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The Sewing Connection

The Sewing Connection has progressed steadily over the past 17 years and now stands apart in the community as a friendly quilting shop with all the latest fabrics, notions, patterns and machines.

In 2000, Vivian Collins opened the business on CC Highway about eight miles west of West Plains. Six years later, she became an authorized Husqvarna Viking dealer.

"I started out offering custom quilting and embroidery classes," said Collins. "Over the years, I have added products to make it a full line quilt shop."

She sells Husqvarna Viking sewing machines, embroidery machines, Gammill Quilting machines and supplies, sergers and accessories including

software and feet.

The Sewing Connection has a Husqvarna Viking repair and service department with a certified technician to service all makes and models of sewing machines.

She also is a Sub Dealer for Gammill, Inc., and offers in-home service on Gammill long-arm quilting machines.

Customer service is of the utmost importance to Collins and she stands behind her products long after the purchase.

"We offer a friendly environment," said Collins. "We treat all customers the same. Customer service is one of the most important things we offer and training on the machines we sell."

Quilting supplies are also carried in the shop, including Martelli cutting tables, mats and accessories. Every month, Col-



COURTESY PHOTO

VIVIAN COLLINS, owner of The Sewing Connection, offers the area a quilting shop with all the latest fabrics, notions, patterns and machines.

lins hosts a new Anita Kimberbell workshop. For more information, call 417-293-8732.

With a stock of over 1,000 bolts of fabric, including Fairy Frost, the collection is unique and has great possibilities as princess costumes and quilts due to its metallic or frosted accents

throughout the material.

The Sewing Connection, 2122 CC Highway, is open from 9:30 a.m. to 5 p.m. Mondays through Fridays and by appointment Saturdays. For more information visit The Sewing Connection LLC Facebook page or its website at sewconnection.com.

SMP/Quality Auto Glass



STAFF PHOTO BY KIMBERLY LANGSTON

SMP/Quality Auto Glass specializes in installing windshields, windows, and back glass, plus window motors and rock chip repair in all makes and models. Owner Kevin Bray has been in business about nine years. The company does direct factory replacements only, with all work done in-shop. Bray added he does insurance work for Safelight and all other insurance companies, work guaranteed. Call 417-256-6969 to make an appointment from 8 a.m. to 5 p.m. Mondays through Fridays, at 1653 South U.S. 63.

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Southern Missouri Community Health Center

Southern Missouri Community Health Center in West Plains, 1137 Independence Drive, opened its doors in February 2003 and since then has expanded its services cover West Plains and Thayer.

SMCHC is innovative as it provides a comprehensive array of health care services, including medical, dental and mental health services, all in one location. The clinic has a sliding scale fee to assist individuals who have limited ability to pay for health care services. This health care home model stays true with concerns identified with community input provided in April 2001.

Starting with only six employees in 2003, the organization's growth has been gradual, but the agency now has over 65 employees and just in this past year, SMCHC's dental department hired an additional dentist.



COURTESY PHOTO

Southern Missouri Community Health Center, 1137 Independence Drive, has offered sliding scale health services covering medical, dental and mental health needs for almost 20 years.

The clinic now has four full-time dentists, a contracted pediatric dentist and a dental hygienist.

SMCHC Medical has experienced growth as well, adding a new family practice doctor. Though a longtime physician moved back to her home state of Indiana, the clinic now has four full-time physicians, a part-time phy-

sician and three family nurse practitioners. It provides services from birth to end of life. The clinic also has one full-time licensed clinical social worker (LCSW) and a contracted LCSW.

The clinic and its staff have been involved with community events from the beginning, participating in health fairs, sports physicals, back-

to-school fairs, Christmas Assistance Program, Salvation Army bell ringing, Trunk-or-Treat, job fairs and the Project Homeless Connect fair.

SMCHC has installed a clinic on the Thayer school campus to see students, teachers and staff.

Since its inception, SMCHC has provided over \$4 million in free medication to patients who would otherwise not be able to obtain them.

This past year SMCHC, has continued to see roughly the same number of patients during the COVID-19 pandemic as in typical years. CEO Bryan Adcock notes the clinic's staff have conducted a lot of COVID-19 testing and did two communitywide COVID-19 testing events.

For the West Plains Medical Clinic call 417-255-864. The West Plains Dental Clinic can be reached at 417-255-8213 and the Thayer Medical Clinic, 417-264-2990.

Southern Missouri Land Services



COURTESY PHOTO

Southern Missouri Land Services, 9 Court Square, offers title searches, title insurance and real estate closings. Office hours are 8:30 a.m. to 4:30 p.m. Mondays through Fridays. Call 417-256-7560 or visit the Facebook page, @southernmissourilandservices. From left: Title Examiner Jason Good, Marketing Director Mary Good, Title Examiner Susan Sigman and owner Tim Davis.

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That's why we're excited to be opening a new location in West Plains to better serve our customers on the north side of town. Our new branch, located at 1599 Porter Wagoner Blvd., is expected to open July 1.

Our new location will be another full-service branch — including personal bankers and lenders to assist with all your banking needs. A full-service drive-thru will also include an Interactive Teller Machine (ITM). At our ITM, you'll get a live face-to-face video chat with one of our



STAFF PHOTO BY CHRIS HERBOLSHEIMER

SOUTHERN BANK employees include, from left, Market President Zack McNett, Courtney Rector, Taylor Parsons, Bobbie Mensing, Shawna Gilbert, Weston Gant, Holly Yoakam, Jeannette Taylor and Jared Chewning.

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line at bankwithsouthern.com to learn more about our personal and business products/services designed to meet your needs.

Spring Dipper West Plains

“Ice cream is cheaper than therapy.”

So reads the sandwich board outside of Spring Dipper West Plains, 675 Missouri Ave.

Inside the colorfully painted shop — decorated by owner Nadine Enlow and her young daughter Kali — the aroma of ice cream and confectioneries greet customers at the door, just a few feet away from the ice cream counter.

Two employees operate the small ice cream shop, with occasional help from Neil McWilliams, owner of the independently-operated Mammoth Spring, Ark., Spring Dipper. Enlow purchased the West Plains location from McWilliams seven years ago and the two stores still help each other out, she said.

Though it is a small shop, Spring Dipper is known for the many flavors of homemade ice cream it

sells, as well as its shakes, malts, sundaes and homemade waffle cones. Baked goods and chocolate-dipped strawberries and other candies are also offered.

“Most people say Spring Dipper stands out because we offer amazing, rich and creamy homemade ice cream,” said Enlow.

The West Plains location opened 10 years ago, and Enlow became a part of the business right away. When the opportunity arose in 2014 for her to take the helm as a young business owner, she jumped.

“It seemed like a great opportunity,” she said. “Granted, I was only 19, but I was willing to put the work forward.”

Spring Dipper West Plains has been in its current location since January 2018; previously it was located in East Towne Village. Its first location in West Plains was on Broadway.



STAFF PHOTO BY ALLISON SKINNER

Nadine Enlow, owner

“We have been able to stay open after three moves and I'd like to thank all my devoted customers for following us,” said Enlow.

The shop is open from

11 a.m. to 7 p.m. Tuesdays through Thursdays and noon to 9 p.m. Fridays and Saturdays. For more information call 417-256-9999 or follow @springdipper.5 on Facebook.

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T-B-N Electric



COURTESY PHOTO

T-B-N Electric has been in business at 1520 Porter Wagoner Blvd. for about 45 years. The store stocks Milwaukee, Square D, Philips and Klein electrical supplies. Business hours are 7:30 a.m. to 5 p.m. Mondays through Fridays. Call 256-5175. From left: salesman Jason Byrd, Manager Bryce Girdley and salesman Carl York.

Stewart-Morrison Redi-Mix



QUILL FILE PHOTO

Stewart-Morrison Redi-Mix has been in business in West Plains since 1991, offering concrete services in West Plains with additional locations in Mtn. View, Summersville, Thayer, Winona, Ava, Theodosia and Salem, Ark. Office hours are from 7 a.m. to 5 p.m. Mondays through Fridays. For more information, call 417-256-8171.

Waggoner Family Floral



QUILL FILE PHOTO

Waggoner Family Floral, 606 W. First St. in West Plains, sells fresh and cut flowers, houseplants and floral arrangements made custom for weddings and funerals. Customers inside West Plains city limits can also take advantage of free delivery service offered by the business. To learn more, visit "Waggoner Family Floral" on Facebook, call 417-257-8875 or visit the business between 9 a.m. and 5 p.m. Mondays through Fridays or from 9 a.m. to noon Saturdays.

Tantastic

With an added second location, some services not offered elsewhere in West Plains and more beds for less wait, Tantastic aims to offer convenience and availability to tanning clients heading into swimsuit season. Tanning lotions are available for purchase.

In August, Dina Shearin bought Tantastic, 806 Porter Wagoner Blvd., and, in November, she bought the former Pacific Beach tanning salon, 110 W. Trish Knight St. She remodeled and updated the downtown site before reopening it March 24 as the main location.

Shearin says her goal in redecorating was to offer a tanning experience with a relaxing, spa-like atmosphere, and "Be Your Own Kind of Beautiful" is one of her mottos. Specials are offered most days on a rotating basis, and Tantastic can be followed on Facebook @tanningsalonsandlotions, or on Instagram.

The Trish Knight Street location is open seven days a week, 9 a.m. to 8 p.m. Mondays through Fridays, 10 a.m. to 4 p.m. Saturdays and noon to 4 p.m. Sundays. For more information or to make appointments, call 417-256-4407.

The Porter Wagoner location is open

10 a.m. to 5 p.m. Mondays through Fridays, and closed Saturdays and Sundays. Call 417-256-4826.

Available are three level one beds and level two beds each, two level three beds, a level three stand-up bed, a level four bed and two red light beds, all sanitized by staff. Exclusive services include a leg tanner, a hydro massage bed, and a VersaSpa automatic spray tan booth.

Tantastic, with five employees, was recognized as "Best Tanning Salon" in the Quill's yearly Best of the Best edition after being open only five months. "It was a great honor," Shearin says.



STAFF PHOTO BY KIMBERLY LANGSTON

Tantastic owner Dina Shearin.

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STAFF PHOTO BY NICHOLAS HARING

Southern Care & Comfort In-Home Agency, 1215 Missouri Ave., staff, from left: Cheryl Callahan, Teresa Brawley, Dortheta Smith, Elizabeth Venn and Alisha Warner.

Southern Care & Comfort In-Home Agency

Southern Care & Comfort In Home Agency will soon celebrate its anniversary at its West Plains location, 1215 Missouri Ave.

Staff had big plans for a grand opening when they were on the verge of opening the office a year ago, but like many things, COVID-19 restricted those plans.

Fortunately, the virus did not dampen their energy, nor their growth. The office thrived despite the obstacles and now Southern Care & Comfort plans to have a one-year celebration and grand opening all-in-one event, scheduled for June 4, with a hot dog cookout in front of the office. All who can are encouraged to attend.

The company itself is in its sixth year of existence. The main facility is located in Poplar Bluff and it has an office in the Boothel which provides services to the residents in the southeastern counties of the Missouri.

Southern Care & Com-

fort's expansion in the late spring of 2020 into the Ozarks region has been one of the company's best decisions, officials say. The West Plains office began with one full-time office clerk and a coordinator, who served as a liaison between the West Plains and Poplar Bluff offices. Currently the facility has three office employees, along with the coordinator.

Staff take pride in their involvement in community activities and say they are looking forward to resuming and planning more events, now that COVID-19 restrictions are softening.

Southern Care & Comfort also has a number of field staff members who provide in-home services, including personal care assistance, homemaker chores, companionship, errands and nurse visits for monitoring and medication set-up.

Funding sources that provide this is assistance include MO HealthNet/Medicaid and various Veteran programs, along with certain insurance plans and private pay.

Anyone who is interested in obtaining services is welcome to stop by the office at 1215 Missouri Ave. or to call 417-264-6177.

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SRS Electric



QUILL FILE PHOTO

SRS Electric has been serving the West Plains and surrounding communities since 2007. They service residential and commercial electric and are licensed and insured. For more information or for services, call 417-274-0787. Standing next to the company's van is owner Shawn Spaulding.

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Towne & Country Lighting

Towne & Country Lighting offers the area's widest selection of indoor and outdoor lighting options and has been doing so for 24 years.

The family-owned business, located at 906 Porter Wagoner, is the lighting branch of West Plains Electric Supply.

Store manager Melanie Jolliff said she works with both contractors doing new construction and private home owners updating or remodeling.

"We sell many kinds of residential lighting," said Jolliff. "From outdoor lighting to kitchens and ceiling fans to chandeliers and everything in between."

"As styles change, so does our selection."

Jolliff added that its lighting options are competitively priced. "We have lights as basic as a \$6 closet light," said Jolliff. "We



STAFF PHOTO BY NICHOLAS HARING

TOWNE & COUNTRY LIGHTING, 906 Porter Wagoner Blvd., is a showroom for light fixtures, both indoors and out. The showroom was opened by West Plains Electric Supply in March of 1997.

try to stay reasonably priced."

Towne & Country Lighting can special order fixtures from several major distributors. They also carry many types of light bulbs, from common to hard-to-find.

Jolliff added that Towne

& Country Lighting can do repairs on most light fixtures.

Towne & Country Lighting is open Mondays through Fridays, from 8:30 a.m. to 5 p.m.

Call 417-255-1407 or visit towneandcountrylighting.com.

West Plains Bike Shop



Michael Hullinger, servicing a customer's mountain bike, is the proud owner of West Plains Bike Shop, 313 Washington Ave. in downtown West Plains, which offers new and used bikes, service and repair. The shop is an official dealer of top bicycle brands Giant and Cannondale. "April is the month that people are typically thinking about their bikes, and it is a great time to bring them in for an annual service so they are ready to go when summer arrives," said Hullinger. "It is an honor and a privilege to have the opportunity to serve the people of West Plains."

STAFF PHOTO BY CHRIS HERBOLSHEIMER

Wiles Abstract and Title Company

Wiles Abstract and Title Company, 21 Court Square, celebrates 50 years of business.

Thanks to the community Wiles Title has continued to grow and bring the best service in a friendly environment. Wiles Title hopes to relieve some of the stress during real estate transactions and make the process as easy as possible.

Locally owned and operated with 13 employees, they continue to strive to be your first choice.

The company offers a complete line of residential and commercial services including title insurance, title reports and escrow services. It serves Howell, Ozark, Oregon and surrounding counties and its



COURTESY PHOTO

Wiles Abstract & Title Company staff, front row from left: Sheri Lawrence, Linda Eades, Leslie Theriault and Ashley Matejek. Back row: Debbie Easely, Courtney Lester, Tamara Laxton, Madeline Taylor, Josie Hernandez, Tiffany Pace, Andrea Ware and Shavahn Boyle.

staff will meet all your real estate needs.

The company is an issuing agent for title insurance companies such as Agents National Title Insurance,

Commonwealth Land Title Insurance, Fidelity National Title Insurance and First American Title Insurance.

Wiles Abstract and Title Company understands the importance of staying up-to-date with current practices and developments in the fields of titles, abstracts and escrow.

The company is open Monday through Friday from 8:30 to 4:30 pm, closed from noon to 1 p.m.. You may call them at 417-256-7191, find them on Facebook or email on thesquare@wilestitle.com.



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United Country Missouri Ozarks Realty

FindPropertiesInTheOzarks.com

With offices in West Plains and Gainesville, United Country Missouri Ozarks Realty Inc. has served south central Missouri and northern Arkansas for over 50 years.

Areas served include Howell, Ozark, Oregon, Shannon, Douglas, Wright, Texas counties and more. Offices are owned by Broker/Officer Inez Pahlmann and her husband Jack Pahlmann.

The company has 10 realtors and three office staff. Realtors are Inez Pahlmann, Kim Grennan, Amanda Tusher, Bob McBride, Brian Sturgeon, Bill Collicott, Morgan Cotham, Mary Mike Taylor, Andrea Crews-Martin and Debra Schilling-Smith.

"West Plains United Country contin-

ues to be a leader in south central Missouri and northwest Arkansas since 1998," said Grennan, who for seven years running has finished in top 10 in the nation in sales, including top 10 for prestigious Real-Tree Sales Agent. She has also received the annual West Plains Board of Realtors Zenith Award presented for sales exceeding \$10 million the last six years selling over \$21 million in 2020.

Other United Country winners in the office include Amanda Tusher, who received the Pinnacle Silver Award for exceeding \$3 million, Debra Schilling-Smith, who received the Pinnacle Silver Award for sales exceeding \$3 million and Bob McBride who received the Pinnacle Club Award for sales exceeding \$1 million.

"The market is excellent right now and a great time to get top dollar for your

property! We specialize in farms and ranches, recreational property, all types of water property, and residential and commercial properties," said Grennan. "We offer a unique National Advertising Program, customized to our seller's property types that gives them maximum exposure on the internet and print advertising!"

"Inez Pahlmann has built a No. 1 office in south central Missouri since 1998, has over 40 years experience and provides top-level marketing and customer services surpassed by no other in the area," said Grennan.

To learn more visit FindPropertiesInTheOzarks.com or follow the company on Instagram, Facebook and Twitter @FindPropertiesInTheOzarks.com. Inquiries may also be made by phone 417-256-1000.



COURTESY PHOTO

Wiley Insurance

Traci Wiley has 28 years of experience working as an insurance agent in West Plains. This year she is celebrating seven years that she has owned her own independent agency which employs three additional agents, Liz Warner, Melissa Burton and Abigail Wiley.

Wiley Insurance offers professional insurance services throughout Missouri and Arkansas, specializing in auto, home, farm, commercial and life insurance.

"Wiley Insurance is a trusted leader amongst other Missouri insurance agencies, providing quality protection, superior customer service, competitive insurance rates, along with exceptional claims service," said Traci. "Our agency represents many nationally known companies such as Nationwide, Travelers, State Auto, Safeco and many more. This enables our agents to effectively compare rates and coverages to ensure our customers receive the quality protection they deserve."

Among the four of them of them, Traci Wiley, Warner, Burton and Abigail



COURTESY PHOTO:

Wiley Insurance staff are proud to serve their customers by going the extra mile when they need it most. Staff, from left: Melissa Burton, Liz Warner, owner Traci Wiley and Abigail Wiley.

Wiley have a combined 40 years of experience in the industry, said Traci, adding that she and her staff look forward to identifying customer needs and putting together a plan that is easy to understand and customized for individual protection needs.

In August 2016, Traci received the On Your Side Master Farm Certification from Nationwide Agribusiness Insurance Company in Des Moines. That certification is intended to help farmers and ranchers recognize agents who have committed to understand-

ing the challenges and risks faced by the agriculture industry. Traci, owner, has been recognized the last three years as Best Businesswoman in addition to the agency being voted Best Insurance Agency in 2017, 2018, 2019 and 2020, consecutively.

"It is our customer service that sets us apart, and always going the extra mile for our customers," Traci said. "Our referral business is the key to our continued success and the greatest compliment we can get."

The company offers free quotes, which can by ar-

ranged by calling 417-256-3372 or 844-256-3372. Business hours are from 8 a.m. to 5 p.m. Mondays through Fridays. Wiley In-

surance shares a building with Traci's husband's business, Wiley Fence, at 3737 N. U.S. 63 in West Plains. To learn more visit the

agency's website, Wileyinsuranceagency.com, or follow @wileyinsuranceagency on Facebook and Instagram.

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