

TRIBAL PROGRAM NEWS

April USDA Distribution Dates

Siletz

Monday, April 2	9 a.m. – 3 p.m.
Tuesday, April 3	9 a.m. – 3 p.m.
Wednesday, April 4	9 a.m. – 3 p.m.
Thursday, April 5	9 a.m. – 3 p.m.
Friday, April 6	9 a.m. – 3 p.m.

Salem

Monday, April 16	1:30 p.m. – 7 p.m.
Tuesday, April 17	9 a.m. – 7 p.m.
Wednesday, April 18	9 a.m. – 7 p.m.

By the time you read this, we will have attended our Annual Western Region Conference of Food Distribution Programs on Indian Reservations (WAFDPIR).

March was an extremely busy month with preparing for this conference and the change USDA made to our process for ordering commodities and receiving shipments.

We received two shipments of fresh produce, one at each warehouse, and two shipments of multi-foods. We usually only receive one multi-food shipment, but the extra one was needed because of the change USDA made to its contract of its storage.

Our shipments no longer will come from Albuquerque, N.M. They now

will come from Kansas City, Mo., and the ordering no longer will be two months in advance but only six days.

The process will be called ECOS (Electronic Commodity Ordering System), which plays right in with our AIS (Automated Inventory System). But don't be mistaken – this is not all as smooth as it appears in writing, but it's another good challenge thrown our way.

If anyone has some free time during the month and would be willing to share some with us, we will gladly accept you as a volunteer. Our program

helps a lot of hungry people and is willing to share the workload.

Most of you have done very well with keeping your scheduled appointments and we appreciate this more than you know.

Have a great month and eat healthy.



Kitti Navarro, USDA FDP Director
Joyce Retherford, USDA FDP Clerk

1-800-922-1399, ext. 1279,
or 541-444-8279

Happy meals!

Small Business Program Offers Counseling

If you are a Siletz Tribal member and have been thinking about going into business for yourself, it's important to find out as much as you can **before** you actually start your business.

The Siletz Small Business Program offers one-on-one counseling services and business research assistance.

Other services available to business program clients include:

- Computer access
- Copy and fax services
- Business plan development

- Small business loan program
- Marketing information

So if you've been thinking about going into business for yourself, take the time to find out what the Small Business Program can do to help you. It can make a big difference in the success of your business.

For more information, contact Rosie Sufficool, business information counselor, at 541-994-2142 or (toll-free) 1-877-564-7298.

Business and You!

by Rosie Sufficool, STBC Business Information Counselor

Expectations of Employees – Are They Realistic?

If you are a business owner and have employees, you probably have certain expectations of how you want them to act, particularly in front of your customers.

But if you aren't providing training for these employees, you might be surprised at what some of them think is appropriate behavior in the workplace.

Basic good manners are a learned behavior. Most of us were taught to say "please and thank you" and to be "nice" to people when we were young.

Unfortunately, many people never learned those skills growing up and don't know how to be "nice." What you consider "rude" behavior may be considered "normal" by some of your employees.

If you don't take the time to teach employees these skills, your business could suffer and you might find your customers going somewhere else to purchase products or services.

In addition to teaching appropriate customer interaction, it's also important to model the right kind of behavior to your employees and set a good example for them to follow.

Stress the importance of doing everything possible to make the customer happy and make him or her want to re-

turn to the business for the products and services that your business provides.

Remember, when trying to establish a company policy or procedure, it's important to begin with the basics. Here are some tips:

- Provide the employee with an overview of your expectations in writing.
- Reinforce your expectations verbally.
- Explain why these particular expectations are important to you and the business.
- Explain the importance of teamwork.
- Explain how each individual can grow professionally by learning these new skills.
- Model the kind of behavior you expect from your employees.
- Frequently reward a change in behavior with positive comments.

It's important to remember that any time you make a change, the process will be slow and it might take a while to see significant changes.

As an employer, your reward will be employees who learn the right way to treat customers and happy customers will return and help your business to grow.



Habitat Research Helps Form Positive Relationships

by Stan van de Wetering

Several years ago, the Natural Resources Department laid out a set of surveys and experiments that were designed to begin to help us better understand the habitat needs of our salmon and eels.

From 2001 to 2005, we spent a lot of time crawling about the woods, rivers, and bays looking at where fish were, what they were doing, and what the habitats they resided in looked like. We collected water and air temperature data; we looked at timber cut patterns and road densities.

We mapped where the pools and riffles are located and where the fish spawn and rear; we crawled through the mud in the bays and counted baby fish as they swam in and out of salt marshes. This describes just of a few of our past survey efforts.

Many of these efforts have been focused on a process the state is leading. The objective of this process is to develop what are called TMDLs, or total maximum daily loading standards. These standards are developed to guide management practices and are typically focused on various sorts of pollution.

Two forms of pollution we have focused on are increased stream temperatures and suspended sediment (muddy water). One of the steps along our way has been to describe the stream temperature and suspended sediment values for the Siletz River Basin over a series of years (2001-2005).

The second step has been to take that information and transfer it to the laboratory, where we can test a fish's ability to survive under various real-world temperature and sediment conditions. We attempted to get this research going during 2004 and 2005, but had dif-

ficulties setting up our own facility because of limitations in grant funding.

What I am writing about here is the terrific relationship we have formed with Oregon State University's Department of Fish and Wildlife and more specifically, the USGS Fish and Wildlife Co-op Unit.

Dr. Carl Schreck directs the co-op unit. Dr. Hiram Li also is a lead staff member for the co-op. We approached Carl in the winter of 2006 and described our problems and our desires to carry out specific research.

Carl was very responsive. We essentially immediately began designing and scheduling the various research projects the tribe previously identified as a priority. Since then, the tribe and the co-op have worked together toward carrying out non-funded research.

The tribe has funded a portion of one of our eel projects carried out at the co-op laboratory (Smith Farm) and the tribal/co-op team has written several proposals aimed at securing more funds for eel research.

The tribal/co-op team currently is wrapping up a yearlong study examining growth and survival in both adult and juvenile eels relative to stream temperature and sediment pollution. We anticipate this research continuing through spring 2008. We hope to involve tribal students as interns during the upcoming year.

I would like to thank Drs. Schreck and Li as well as doctoral student Benjamin Clemens and Smith Farm Facilities Manager Robert Chitwood for their expertise and assistance in completing our Natural Resource Department Aquatic Project goals during 2006 and 2007.