

## Bob's Corner

One of the advantages of living in a small, rural community is having wildlife around. And I'm not talking about the street people or the folks who frequent the alcohol watering holes.

No, I'm referring to actual nonhuman critters including opossums, raccoons and an occasional skunk. Not to mention various jays, crows, and tweety birds. And let us not forget the stray cats, some of whom are stray only in the sense that they come to eat at our house instead of at their own home.



*Pixie O'Possum, a nocturnal visitor*

Of late, we have become the foster parents of two opossums, who appear to be brother and sister. Jan has named them *Pixie* and *Paddy O'Possum*. The female is apparently on a schedule, as she shows up most every night at 10:30 on our front porch. Her sibling usually arrives a short time later. They love cat food. And they like drinking from a large bowl of water that's actually there for the cats.

One night recently, while *Pixie* was chomping (she eats rather loudly), a tiny skunk joined her at the feeding trough. They ate in convivial and companionable togetherness for a time. But then Mr. Skunk became greedy and chased her away. That was not nice, so we encouraged Mr. Skunk to leave, and he departed in good odor.

*Pixie* seems to have been in some sort of trouble, as there's a strip of hair missing from her back. Plus, her tail looks like something bit it. But she's looking better. Must be the nutritious cat food and eating regularly.

Her brother is in much better condition. He's rather a good-looking opossum, although as many will say, opossums really look like large rats, but are actually marsupials. They're inoffensive creatures, and we find them cute and endearing.

The raccoons, however, are a different breed: And a different story. Let us just say that they can be destructive, plus they are known to carry certain diseases. But they do get to eat at our animal cafeteria, as long as they behave themselves.

## Letter to the Editor

(Editor's Note: Views and commentary, including statements made as fact, are strictly those of the letter-writers.)

\*\*\*

Typed, double-spaced letters are considered for publication. Hand-written letters that are double-spaced and legible also can be considered. "Thank you" submissions are not accepted as letters.

### Park's keepers appreciated From Edda McCormick Cave Junction

How often do we think of our beautiful parks; who makes and keeps them that way, just for us?

At Jubilee Park, I walk my "Rescue Dog" in the early mornings and there, almost every day, I see a fellow named Doug working hard at

picking up junk, papers, paper cups, candy wrappers, plastic bottles: garbage.

One morning he was standing in a mud hole, in the process of fixing a sprinkler leak, because some irresponsible person deliberately kicked over the sprinkler head.

"Kudos" to Doug, a city employee who does more than a good job of caring about how our park looks.

Who doesn't care how lucky we are, to have a nice place to celebrate holidays, have picnics, play baseball, ride our bikes and skateboards, or just walk or sit in a clean, lovely park? "Kudos" to the other adults, teens and kids who help pick up the trash when they see it.

I appreciate Cave Junction city employees, and those who put their garbage in the available cans.

## Three alarm blaze burned 48 acres, threatened homes

A three-alarm wildfire west of O'Brien on Monday afternoon, Aug. 24 threatened homes and warranted activation of a large inter-agency taskforce to quell the blaze.

Reported at 4 p.m. by residents in the 1000 block of Lone Mountain Road, the blaze, propelled by breezy conditions, moved briskly through the brush and trees between the road and the West Fork of the Illinois River.

Some 48 acres were reported burned in the fire. No homes were burned, however a garage, pump house and another outbuilding were reportedly destroyed.

No injuries were reported, however a dog died



in the fire.

Illinois Valley Fire District personnel responded to the scene after the 4 p.m. alarm, and almost immediately, Chief Harry Rich issued a second alarm and began calling for reinforcements from surrounding agencies. Structural units from Grants Pass Dept. of Public Safety, Rural/Metro Fire District, and apparatus from Jackson County protected homes in the area while Oregon Dept. of Forestry, and U.S. Forest Service crews tackled the wild fire.

Three helicopters equipped with "bambi buckets" dropped water on the fire repeatedly. Also, a tanker aircraft bombarded the area with retardant.

Josephine County Sheriff's Office personnel also were on scene, limiting non-fire residential traffic well into the night.

On Tuesday morning, engines, water tenders, a bulldozer and other equipment remained mustered at IVFD's O'Brien station to tackle remaining hot spots.

The cause is still under investigation.



A firefighter mops up hot spots. (Photos by IVFD Media Dept.)



### Satisfy Your Customers, and You'll Increase Your Profits

In some industries, service has become a quaint memory, and customers are reduced to selecting the provider that costs or annoys them the least. But the golden rule has not been repealed, and pleasing your customers can create a powerful competitive advantage. A few simple

changes may well increase your company's bottom line.

For example: We all hate having our time wasted, and businesses are among the worst offenders. To distinguish your firm from the rest, establish the following customer service policies and procedures.

- **Communicate with your customers.** Return their calls promptly, update them about matters in progress, and explain delays as soon as you can.

- **Don't make your customers jump through hoops.** Offer discounts at the point of sale, rather than giving out coupons or making buyers apply for mail-in rebates. If you use an automated phone system, provide a simple method for reaching a live person.

- **Don't worry about trying to save face when a problem occurs.** If you're even partly wrong, apologize and proceed to a resolution. Train your employees to do the same, and reward them for positive outcomes.

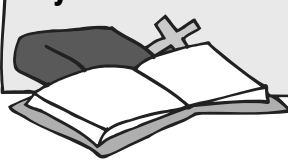
Let customers know you're there for them and that you regard them as more than mere cash cows. Listen to their concerns and address them promptly. If someone is unhappy with a purchase (whether product or service), fix it, replace it, or refund the payment in full. At worst, the loss won't be compounded by damage to your reputation. At best, the money will come back multiplied by repeat business and referrals.

Quality service is a powerful marketing tool that's surprisingly easy to deploy. Simply imagine how you would want to be treated, and provide that treatment to your customers. As their satisfaction increases, your profits will follow.

**Karen M Bodevig CPA** is a Nationally Recognized CPA. She is a Community Oriented Illinois Valley resident. Her office is located at: 574 NE E St., Grants Pass, OR – Non Tax season office hours are 9 am – 1 pm, Monday through Thursday. Other hours and Illinois Valley appointments are available by calling her office at 479-3625.

Christ-centered,  
loving, structured  
environment

Very reasonable rates



**PK & Kindergarten: 8 a.m. to Noon, five days a week**

**PK - 12th:** curriculum used: *School of Tomorrow*

**Community Christian Academy**  
(established 1974)  
Community Bible Church  
113 S. Caves Ave., Cave Junction  
**(541) 592-3896**

## Partnering With Our Community

**HVB**  
It's my bank.

It takes a lot of commitment and effort on everyone's part to create a community. And, building a better community is what Home Valley Bank is all about. The commitment is to help people achieve their dreams. HVB is like a big family, taking care of family business. The genuine personal interest in your success sets us apart from other banks. It's more than money. It's the way we work together so you can grow a successful business.

*There are so many reasons to like HVB.*

*Too many to list, so here are just a few thoughts from individuals in our community...*

"The Alliance had been campaigning to build or buy a facility to house its services.... Home Valley Bank generously entered into a two-year lease option agreement with us and discounted the cost by \$147,000."

"Their support in the project was what convinced many others to join us."

"Home Valley Bank deserves applause and praise for being good stewards of their local investors' funds and for giving back to the community they live in."



**Christine Mallette**  
Executive Director  
Illinois Valley Safe House Alliance  
Illinois Valley, Oregon

## Illinois Valley News

www.illinois-valley-news.com  
An Independent Weekly Newspaper  
Co-publishers: Bob & Jan Rodriguez  
Editor-in-Chief: Michelle Binker

Entered as second class matter June 11, 1937 at Post Office as Official Newspaper for Josephine County and Josephine County Three Rivers School District, published at 321 S. Redwood Hwy., Cave Junction, OR 97523  
Periodicals postage paid at Cave Junction OR 97523  
P.O. Box 1370 USPS 258-820  
Telephone (541) 592-2541, FAX (541) 592-4330  
Email: newsroom1@frontiernet.net or newsdesk@illinois-valley-news.com  
Volume 72, No. 24  
Staff: Zina Booth, Brenda Encinas, Scott Jorgensen and Millie Watkins  
Website design and maintenance by Ashgrove Visual Arts  
Member: Oregon Newspaper Publishers Association

### DEADLINES:

News, Classified & Display Ads, Announcements & Letters  
**5 P.M. THURSDAYS**

(Classified ads & uncomplicated display ads can be accepted until noon Fridays with an additional charge.)

**POLICY ON LETTERS:** "Illinois Valley News" welcomes letters to the editor provided they are of general interest, in good taste, legible and not libelous. All letters must be signed, using complete name, and contain the writer's address and telephone number. The letter need not be published, but will be used to verify authenticity. The "News" reserves the right to edit letters. Generally, one letter per person per month at publisher's discretion. Letters are used at the discretion of the publisher. Unpublished letters are neither acknowledged nor returned. A prepaid charge may be levied if a letter is inordinately long in the publisher's opinion.

**POLICY ON "HERE, THERE & EVERYWHERE," DISPLAY & CLASSIFIED ADS & NOTICES:** All submissions must be hand-delivered, faxed or e-mailed to us for publication. Submissions must be resubmitted weekly if the item is to run more than one week.

### SUBSCRIPTION RATES

One year in Josephine County - \$22.80  
One year in Jackson and Douglas counties - \$26.40  
One year in all other Oregon counties and out-of-state - \$36  
POSTMASTER: Please send address changes to  
P.O. Box 1370, Cave Junction OR 97523

Grants Pass Offices  
4th & G Streets • NE "F"  
Union Avenue

Cave Junction  
Redwood Hwy.

North Valley  
Monument Dr.

**Home Valley**  
**BANK**  
*"Building Lasting Relationships"*

541.476.HOME (4663)

www.homevalleybank.com

MEMBER  
FDIC