

Tips on successful complaining given

Complaints: Many people wonder whether they will do any good. If your pharmacy has changed its hours, or the service at your favorite restaurant has become slow or a blouse comes back from the drycleaner with a spot still on it, will it do any good to complain about it?

According to the International Fabricare Institute, most businesses really do want to hear your comments. Owners know that a customer whose complaint is dealt with is likely to remain a customer. A dissatisfied customer who never complains is likely to be lost forever.

The International Fabricare Institute, the worldwide association for textile care professionals, explains that most businesses have a routine for handling complaints, but you must file a complaint to make that routine function. Companies with good complaint management records often publicize this fact.

Here are some steps to follow if you're dissatisfied with a product or service:

*Contact the company as soon as possible.

*Let it be known what action you think should be taken.

*If requesting a refund, present receipts or other records of the transaction.

*Find out what the company handling routine is and try to follow it.

*Listen carefully. Speak calmly.

*If you're not satisfied, ask to speak to a supervisor or manager.

*If the matter becomes complicated, take notes on whom

you have spoken with and what was said.

*If the matter cannot be resolved, contact the Better Business Bureau or local consumer agency and follow its advice.

Most businesses try to solve customer complaints quickly and fairly. You can help the process by being aware of the complaint management routine and maintaining a cool head.

Sewing workshop set

A Beginning Sewing workshop will be offered Mondays beginning January 20 through February 10. Classes will run from 7 to 9 p.m. at the 4-H Center.

Anyone wishing to learn the basics of sewing is encouraged to attend. Please bring your

own material and simple pattern.

Sewing machines will be furnished but participants are welcome to bring their own machines if they want to become more familiar with them.

Please call 553-1161, ext. 238 to sign-up.

Be prepared for smoke-free days

Many smokers hesitate to quit smoking because they think they will gain weight, but this can be avoided if the individual is prepared to stop.

Remember that smoking and eating are both oral habits and it is easy to substitute one for the other.

Before giving up smoking, make a list of substitutes for tobacco that don't contain calories. This list might include a walk around the block, a phone call to a friend, an exercise that relaxes the shoulder muscles, or a small job that requires busy hands.

Each person should develop his or her own list. When you feel the urge to smoke, pull out the list and choose something to do in place of smoking.

If you find yourself lighting up unconsciously, find a way to be conscious of your hands. Try a manicure, a different ring, or wearing a ring on a different finger or on the other hand. If you are aware of your hands, you are more likely to think about what they are doing.

Have low calorie snack foods on hand. Crunchy carrot sticks,

celery, or raw cauliflower, turnip slices, and broccoli can satisfy 'munchies'.

Fresh fruits such as apples, bananas, oranges, or berries will satisfy the need for something sweet. If something in the mouth is needed, chewing gum might be the answer.

Dentists may suggest sugarless gum to lessen the possibility of cavities, but remember that both regular and sugarless gum have far fewer calories than a candy bar or several pieces of hard candy.

Some ex-smokers overeat because they can taste the real flavor of the food. If this happens to you, make an effort to eat slower and savor each bite of food.

It takes about twenty minutes for your body to get the message that you have eaten enough, Lewis notes. If you are a fast eater, it's easy to consume far more calories than you need.

Breaking a habit isn't easy even when replaced with a desirable alternative. If you to break a habit, it is more difficult but it can be done if you prepare yourself.

Here's a New Year's resolution suggestion

Just about everyone looks to the new year as an opportunity for a fresh start. If you're stumped for a way to increase your personal satisfaction in 1986, make a resolution to "get along better with others."

Psychologists understand that ever before the importance of developing relationships with others. Get along well with others, and you will be worth more to your family, friends and community. You will also get better jobs and promotions, and will be happier and more contented.

The ability to get along appears as a natural talent for some people. In reality they probably have worked at it so

long it has become a habit.

Studying those who get along well with others, I find characteristics that anyone can practice.

First, the most important thing you wear is the expression on your face. The English author, William Thackeray, said, "The world is a looking glass giving back to everyone the reflection of their own face. Frown and it will look sourly upon you. Laugh and the reflection is that of a jolly, kind companion."

And secondly, learn to like people.

You can get along with almost any person if you want to make the effort. Avoid judging others by outside appearances or hear-

say comments before you have a chance to know them.

Every person has good qualities that you can learn and profit from. Focus on the good points rather than the negative qualities that won't help you or the other person.

Another skill in getting along with others is to be mature enough to admit mistakes. Mistakes are made in every endeavor and often lead to great discoveries and growth. Find a person who has never made a mistake and you'll find someone who has never done anything.

A fourth habit you can develop is feeling happy about, and

sharing, the good things in your life with others. Sharing big and small successes is the secret to building morale and confidence in you and others.

Jerry Cochran, Louisiana Cooperative Extension Service, offers this poetic comment on getting along with others:

Was I doing my best to get along.

With a work of cheer and a heartfelt song?

Or was I a wrecker who always runs around.

Stuck with the habit of tearing people down?

With a choice to make and time for a new song?

I made up my mind to help people get along.

Dangers of bunk beds noted

The U.S. Consumer Product Safety Commission has just issued a warning about bunk beds because of the recent number of injuries and even death involving youngsters and bunk beds.

The three causes of concern were: unsecured mattress supports that can fall on children; children being trapped between guardrails and mattresses; and children being trapped between beds and walls.

Problem: Bunk beds with unsecured mattress cross supports that rest on narrow ledges attached to the side rails can easily be dislodged. Children can kick and push the supports and the mattresses off the ledges.

At least three deaths are known to have been caused from unmounted supports.

*Recommendation: Fasten cross supports under the mattresses or screw the supports to the bunk bed frames.

The precautions will reduce the risk of the mattresses or supports falling and landing on children beneath either bed—children crawl under bottom beds as well as sit and sleep beneath the top bunks; secure both beds.

Problem: Some bunk beds have space between the lower edges of the guardrails and the

tops of the mattresses.

Young children can slip feet first through openings that are more than 3½ inches when the weight of their bodies press the mattresses down.

When they slip, their heads can be caught between the guardrail and the depressed mattress, causing strangulation.

Four deaths are known to have occurred from children slipping between guardrails and

mattresses.

Recommendation: Attach additional boards to the beds, closing any space more than 3½ inches.

Mattress depressions vary, so measure the space between the lower edge of the guardrail and the upper edge of the bed frame.

Problem: Most bunk beds don't have rails on the wall sides. Very young children can roll into the spaces between

beds and walls and become trapped.

The commission said it knew of ten children between the ages of six and 15 months who died by being trapped in the spaces.

Recommendation: Children under two years old should be put in cribs, not beds.

If readers wish to report bunk-bed accidents, they may call the commission's toll-free hot line: 1-800-638-2772.

Close ties with children begin at an early age

A remarkable relationship is developed between parents and infants during the early months of life. No one is exactly sure about the mysteries of bonding but in the hours after birth mothers, fathers, and newborns start falling madly in love with one another. Some hospitals place newborns in mother's arms, next to her skins, breasts, and the sound of her beating heart. Fathers hold and caress their newborn.

Although baby's attachment to parents does not instantly occur, observers report some infants show preference for parents voice as early as the third day. It is believed that the

soothing effects of parents handling, feeding, and care of baby promotes attachment to them.

Infant attachment increases during the first year. By six months infants begin to recognize that some faces do not belong to their mother or father. They may show shyness, but it will disappear. By one year they can be extremely upset when left with strangers unless they have a warm-up time and gradually learn that when you leave, you do come back. If both parents work outside the home, find a caregiver who will continue the warm, attentive care you wish for your infant.

Attachment is a special relationship between a child and adult that endures through time. They need a continuously responsive adult that endures through time. They need a continuously responsive adult who meets their need for positive interactions and responds to distresses of hunger and discomfort. Infants need to be constantly reassured that the world is a good place in which to live.

How do parents build attachments and trust?

Respond promptly to baby's cries.

Talk to babies and tell them what you're doing.

Hold babies securely while bathing as you let them feel the warm water around them.

Play with baby's toes, fingers, hair, cheeks, legs.

Cuddle baby closely while feeding and relaxing together.

Concentrate on smiling at baby's face when dressing or

diapering.

Will all this attention spoil infants? No. Catering to infants in the first year usually results in a happier, more alert one-year old. Infants act to satisfy their needs of the moment. The more adequately needs are met, the more satisfied they become. Crying is normal waking at night is normal and curiosity is natural and desirable.

The first year baby is boss, after that parents take over. Infants have a hard time if parents expect them to understand directions and obey rules before they are able. Lots of child abuse occurs to children under two. Parents become angered when infants do not remember or behave according to adult expectations that are beyond baby's capability.

The skills of mothering and fathering do not require special knowledge of social graces. They do require awareness and a decision on the part of parents to give a child the best start they can. Smiles, gentle, pats, kisses, and hugs give baby a different message than frowns, impatient handling, and little touching. Your manner of attention tells the infants' responses are limited at first. But sometime in the second month, don't be surprised if baby stops in the middle of feeding to look lovingly at you. In later months, you will notice that your infant, who has had steady, gentle attention to cries and is picked up and handled frequently, will fuss less and be more alert than those who haven't had this advantage.

Plants need light

Because of winter's short, cloudy days, lack of light is a common problem with houseplanting during the winter.

In the winter months, the ideal position for most houseplants, especially flowering ones, is a large window with a southern exposure.

Most foliage plants require less light than flowering varieties and grow well in all exposures. If needed, window light can be supplemented with artificial light.

If you don't know a certain

plant's light requirements, inquire at a local garden or nursery store.

Another cause of indoor plant problems during the fall and winter is high temperatures. Houseplants do best in indoor temperatures between 60 and 74 degrees F.

And just as in nature, houseplants need a definite change in temperature.

Plants tend to become spindly and less resistant to disease and insect attack when placed in a room that is too hot.

4-H Volunteers needed

contact OSU Extension

Tire ratings listed

"Despite a court order obtained by the Center of Auto Safety and Public Citizen to reinstate the Department of Transportation's (DOT) tire treadwear grading program, the agency has buried the ratings in a regulation docket.

The Center obtained the results from the docket and has published ratings for the most popular radial tires sold by 18 companies. These results are printed at right.

The grades range from a low of 80 to a high of 330, and tell how long a tire can be expected to last. Under average driving conditions, a tire with a treadwear rating of 100 should get 20,000 miles, while one with a rating of 250 should get 50,000 miles.

The DOT ratings show larger differences between radials. Among 134 radial tires from 18 companies included in the ratings compiled by the (66,000 miles) and its XA4 and XZ4 hit 310. These were the only tires that rated above 300. In sharp contrast, the Bridgestone A147V-70 was the mileage loser with a rating of only 80 (16,000 miles). Uniroyal, a strong backer of treadwear rating program, did comparatively well with several tires, including the Tiger Paw Plus, in the 260-280 range (53,000-56,000 miles.)"

Brand Name/Model	Dia.	Grade
ARMSTRONG		
Assurance	13	230
Assurance	14	200
Assurance	15	240
Coronet A/S	13	150
Coronet A/S	14, 15	170
Tru-Trac 60 & 70	All	180
ATLAS		
XII All Season	All	220
Conquest	13	250
Conquest	14, 15	280
Silveraire	13	150
Silveraire	14, 15	170
ST Metric	All	170
BRIDGESTONE		
147V-70	All	80
137V, E91, G03	All	140
212V, S402-75	All	200
401V	All	160
207V, 108, 116V-70	All	180
COOPER		
Lifeline Glass	13	160
Lifeline Glass	14	180
Lifeline Glass	15	200
Lifeline	All	220
Pro 60	13	170
Pro 60	14, 15	180
Sportsmaster 70	13	170
Sportsmaster 70	14	220
Trendsetter Steel & A/W	13	170
Trendsetter Steel & A/W	14, 15	200
DAYTON		
Blue Ribbon Radial GT	All	170
Power Custom		
Thorobred	All	150
Daytona-60	All	200
Daytona-70	All	190
Grand Metric	All	130
DUNLOP		
Elite 70	13	250
Elite 70	14, 15	290
Generation IV	13	180
Generation IV	14	200
Generation IV	15	230
SP Sport & Steelmax	All	150
SP Qualifier & Elite, SP4	All	170
FIRESTONE		
721 Metric	All	170
721, "axx Steel Belted	13	180
721, Traxx Steel Belted	14	190
721, Traxx Steel Belted	15	200
Seiberling	All	160
Triumph, S/S Radial 50	All	150
S-660 Steel Belted	All	120

GENERAL		
Ameri-SBR	All	180
Ameri-Way	13	150
Ameri-Way	14, 15	200
Ameri-Way, XT		
Gen-Seal	13	250
Ameri-Way XT		
Gen-Seal	15	280
Ameri-Sport (70 Series)	All	200
Dual Steel II	15	230
Grabber	All	220
XP 2000	All	260
XP 2000H	13	130
XP 2000H	14	160
XP 2000H	15	150
GOODRICH		
Comp T/A 3 T/A 60V	All	160
Lifesaver Radial	All	220
Lifesaver Radial		
All Season	All	160
Lifesaver XL-200	All	140
Pursuit Radial	All	220
Radial 60	All	180
T/A 60	All	210
GOODYEAR		
Arriva	13	180
Arriva	14, 15	220
Double Eagle	13, 14	260
Eagle GT	13	180
Eagle GT	14, 15	200
Eagle VRS	All	100
Triumph	15	170
Triumph	14, 15	200
Vector	13	260
Vector	14, 15	280
Viva	All	160
Wrangler	All	220
KELLY SPRINGFIELD		
Charger 65 HR	All	150
Charger SR	All	240
Explorer	13	150
Explorer	14, 15	180
Metric, Satan	All	220
Navigator, Celebrity	13	150
Navigator, Celebrity	14, 15	200
LEE		
All Weather, GS		
Thunderbolt DB	13	150
All Weather, GS		
Thunderbolt DB	14, 15	190
Manhandler 70 F/G	13	200
Manhandler 70 F/G	14, 15	220
Turbo Action 60/65/70	All	240
L78S	All	150

MICHELIN		
TRX, XVS, MXV, MXW, XGT	All	170
X, MXL	All	280
XA4, XZ4	All	310
XH	All	330
XWX	All	100
XZX, MX	All	240
MOHAWK		
Millennium	All	180
Millennium XP	All	210
Ultissimo SBR	All	150
PIRELLI		
P3/70, P4, P44, P3/165	All	180
P5/205, P6/205	All	130
P6/195, CN36/185	All	140
CN36/195 & CN36/80	All	120
P5/195	All	150
P7, P3/155	All	160
SEARS		
Guardman	All	140
Roadhandler GT	All	190
Superguard, SR	All	150
Superguard, Silent Response	13, 14	170
Superguard & Silent Response	15	210
SUMMIT		
Premium Radial Ride	13	250
Premium Radial Ride	14, 15	280
Radial 60/70	All	220
Supreme IV	13	150
Supreme IV	14, 15	200
Ultra Max Steel	All	180
UNIROYAL		
Fastrak Fiberglass Belted	All	160
Rallye 180	All	160
Rallye 240 & 340	All	140
Royal Seal Micro White		
Rallye HP	13	260
Royal Seal Micro White		
Rallye HP	14	280
Steeler Royal Seal SBR	All	220
Steeler SBR & P88	All	220
Tiger Paw 200	All	200
Tiger Paw Plus	13	260
Tiger Paw Plus	14, 15	280

Key: Dia. = Diameter, Grade = Treadwear Rating