

A hearing to address concerns

Letter to the Editor

A public hearing concerning the swine facility, proposed by Calvert Swine, LLC (Terry Nelson and family) has been scheduled for Wednesday, August 22, 2012, 5:30 p.m., at the Almena Community Building. The proposed 9300 head swine finishing facility will be located approximately 2.5 miles SW of Almena, and will affect all area residents, especially those living in close proximity to the site. Comments and concerns about the proposed facility should be sent to the following address, to be received no later than Friday, July 27:

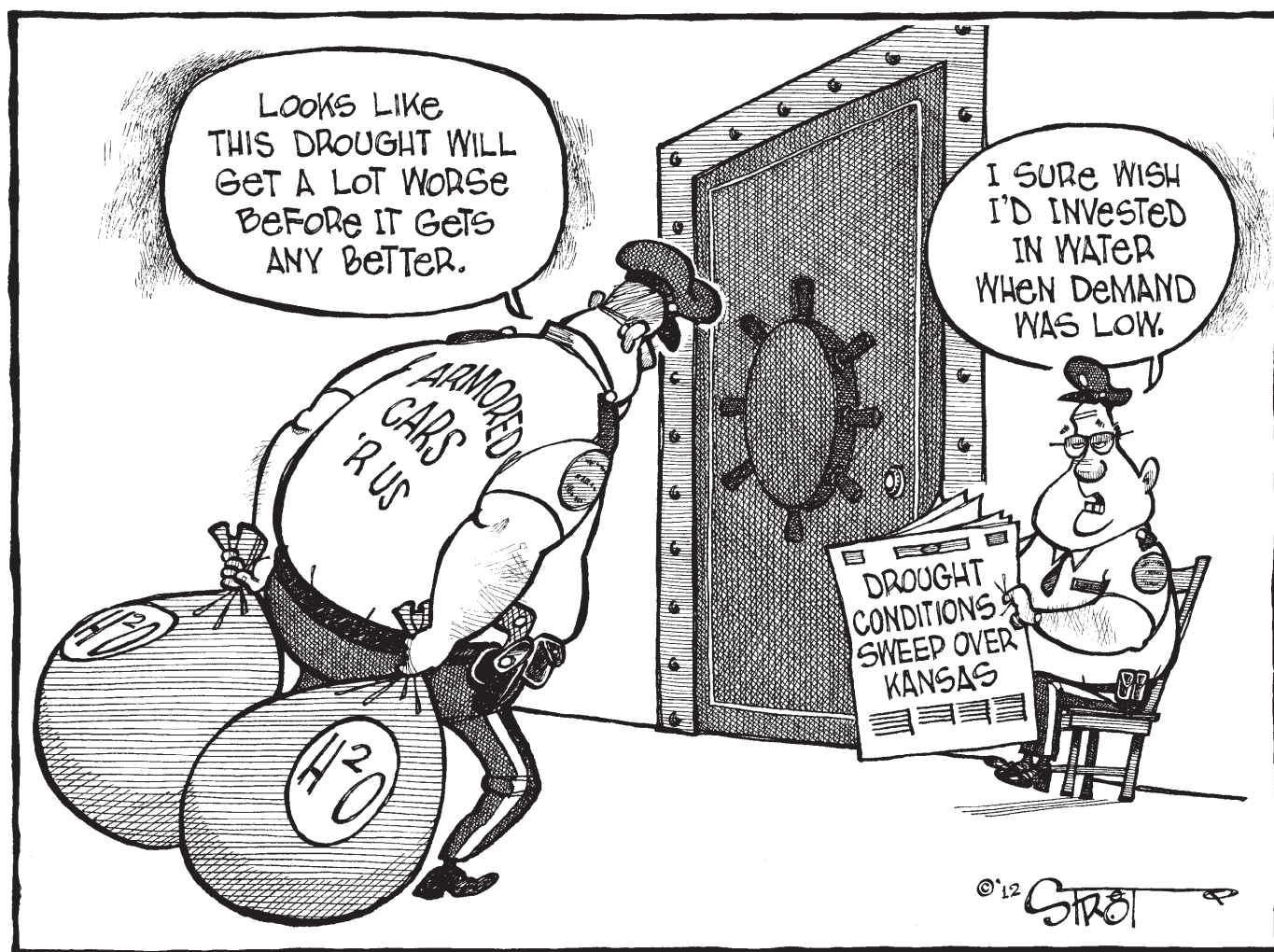


KDHE
Attn.: Glenda Newquist
1000 SW Jackson St., Suite 420
Topeka KS 66612-1367

Letters should include the name of the facility, Calvert Swine, LLC, temporary permit #1156. The legal location is: the NW ¼ of the SW ¼ of Section 19, Township 2 South, Range 21 West, Grant Township, Norton County. Inquiries may also be made by calling 785-296-6432.

Even though preparation work has already begun, the permit has not been issued, and issues concerning the site can be addressed. Those issues include, questionable separation distances to habitable structures, water and air quality, and public health.

Concerned Citizens:
Joyce Quinn & Larry Nelson



Enjoying life through other people's joy

Where has good service gone

Letter to the Editor:

Customer Service. It is the one thing that has disappeared in rural America faster than an ice cube fallen on a sidewalk in Kansas. I don't like it. I don't like that it is not the number one priority of EVERY business that serves the public and every single employee that works with the public. Management needs to train, train and train on this.

I am past frustration that in the last month of 15 times eating out, 10 orders were wrong, 2 were without silverware for me to eat what I had ordered and the "I don't give a tinkers" that you are here attitude or that I get your order right is so prevalent.

If I come into your business I think a greeting is to be given and help if needed, not talked down to or to be treated like I am not good enough to step foot into your business. I may be only purchasing a small item today but maybe at a later date I could be purchasing a larger or several items.

Sandy H at Jamboree taught me that the customer is my number one priority. Without the customer coming back, or feeling appreciated, businesses get into trouble.

Things are tough and getting tougher each day. I understand everyone has "off" days, but NORTON workers need to get "Customer Service" back as their priority and pride in doing a job and treating your customer appreciatively. Folks can go to other towns or out of state, we need to try to keep business here in town.

This is what I propose: Keep track of people who show you POSITIVE customer service and tell the person AND tell management as well as if it was not so good. Management may not want to hear the uglies, that should tell them something and will glow when the positives are given. Help NORTON get back the reputation of having a friendly and positive place to shop. This means me too, an older working gal and to all the new young pups who maybe have not had the training to make sure a friendly greeting, a thank you and how can I help you will go a long way... and a SMILE!

So: KUDDOS to Love's- someone always greets me and friendly service is a priority, customers are appreciated...Wendy you have a good staff both days and nights!

Thanks for listening!
Denise A Schmitz

Thank you to those who have asked about my cousin, Patricia Wallace, and said prayers for her safe return. Unfortunately, she has not been found. After nearly two weeks of extensive searching, it was decided to suspend the rescue effort. It is felt she would not have been able to survive this long. An incredible effort was put forth by the rescue crews and I know this has helped her daughter, her grandchildren and her brother to deal with this tragic event. Thank you, again.

I remember when we first moved back to Norton. It was late July, 1996. It was our first experience with the "races" and someone was complaining to Jack about the late night noise.

Jack's response was, "Oh, well, someone enjoys them and lots of people are having a good time."

How true that is. It doesn't have to be something we are interested in to bring us joy. Watching and, yes, listening, to

Phase II Mary Kay Woodyard



others enjoy an event or a place can be as fulfilling as being involved in the event itself, or at least it should be. When we hear others having a good time, it should make us feel good, a lesson we could learn from children.

Jack's statement impressed me then and continues to impress me. I look at the number of events and things we have access to in this community which others enjoy, but me, well, maybe not, and that is okay. Take for instance the classic car show last week-end. Jack and I love to see the "old" cars tooling along down the road, but we have never brought a classic car back to life. One cannot deny, however, the great

joy it brings to many. I was picking up Michael from the theater last Friday night about 11:30 p.m. and there were still many people roaming around and sharing their combined interest in vintage cars.

Think of the enjoyment the equestrian center has brought to the community. It brings together all ages, all skill levels for both men and women, or children. The dedication of this group of people is inspiring and a source of great admiration.

As members of the human race and residents of this community, we have the privilege of choosing interests we enjoy. But I think we also have an obligation to enjoy watching others enjoy life. As I was telling a grandchild recently, "Anyone can see the bad. Anyone can be angry. The real skill in life is when you are able to experience joy, because someone else found it." Mail to: mkwoodyard@ruraltel.net

Doing the next right thing when dealing with others

Today we are going to talk about doing the right thing.

In my family, I'm the scrupulously honest one. I don't deserve a medal, I'm just afraid of getting caught. I've been stopped exactly twice for traffic violations. I got a ticket both times.

I'm leaving out names to protect the guilty. Someone in the family wanted a different car. Quite by accident I found a suitable car in Lincoln, NE on Craig's List, 13 minutes after it was posted.

We called the son-in-law, Craig. I use his name because he's innocent (as far as I know). But he didn't run right over and look at the car after work. He's done by noon usually. By 5:00, we were getting antsy. We call Patricia. "He's waiting until I can go with him. He's worried if he okays it, then you don't like it, he'll never live it down."

Boy, my son-in-law is smart!!! Together they approved the car.

Other people in this house try to figure out how to get the car home sans tags. The new owner lives in another state: Oklahoma.

She knew in Oklahoma, unlike in Kansas, you cannot put the plates from your old car on the new car. And yet a majority of people in on the deal seemed all right with doing just that I'd never put invalid tags on a car.....because I'd get caught!

So another guilty person got on line to find out what you do when you buy a car privately. In Nebraska you have a 30 day grace period in which you drive

This Too Shall Pass Nancy Hagman



the car without tags. If you get stopped you wave a bill of sale at the officer. He says, "Have a nice day." This works: as long as you are in Nebraska.

If you take the car out of state you need a 30 day tag which you purchase at the DMV. It cost \$20.10.

I love the internet! I love the person who cared enough to do five minutes of research, so I didn't have a stroke or get caught!

Off the Oklahoma resident and I go to Lincoln. We get the car, on to the DMV.

I appreciate Marge at the Nebraska DMV. She's just like me: Trying to follow the rules. At first she insisted we did not need a tag. She was surprised that other states might not honor Nebraska's law about the bill of sale. But she evidently agreed to sell us a 30 day tag.

Then she got concerned about insurance. We pointed out that there is a 14 day grace period for transferring insurance from one car to another. But we didn't have proof of insurance, so had to call the agent in Oklahoma, who faxed it. This took a little time.

Then Marge says "This insurance isn't for a Dodge."

"Again, there is a 14 day grace period."

"But you still have the Alero?"

"For the moment---YES."

"Where is the Alero?"

"In Kansas."

"The insurance says Oklahoma."

At my urging, the Oklahoma resident called her agent again just to make certain we had 14 days.

I can only hear her side of the conversation. "You have 14 days in Oklahoma?" pause

"Is that the law for the whole country?" pause "EVEN IN NEBRASKA?"

Marge finally gives us the tag. I hand her \$20.10 which I had laid on the counter when we first walked up. She is amazed.

If only she had used the internet, she could have found out in 5 minutes what took an hour, 3 phone calls to the pervious lien holder, 2 calls to an insurance agent, and 4 visits with her supervisor to find out!

As we parted, she said, "I've never done one of these before."

Seriously???

I realize she is only one clerk in a large office, but seriously???

First time a car has been privately purchased in Lincoln and taken out of state.

Maybe I do deserve a medal.

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