

Kaw Valley **Senior** **Monthly** **FREE!**

February 2012

Serving Active Seniors in the Lawrence-Topeka Area since 2001

Vol. 11, No. 8

INSIDE



The Winter 2012 issue of *Amazing Aging!*, the Jayhawk Area Agency on Aging's newsletter, is included in this month's *Senior Monthly*. See inside.



According to Scott Schultz of ComfortCare Homes of Baldwin City, the memory care facility provides an environment on the cutting edge of the industry. - page 6

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KEVIN GROENHAGEN PHOTO

Miller specializes in teaching piano to seniors.

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Find Out What They Have To Say

We asked families how they felt about the living experience of their loved ones living at Legend at Capital Ridge. Nothing is more comforting than hearing it straight from the source. These are just some of the heartfelt thanks our families had to share.

“At this time of year, we reflect on things we are thankful for and have made an impact on our lives. Legend Assisted Living at Capital Ridge is one of those things that I am so grateful for and has been a lifesaver for our family. This is the third assisted living facility that my parents have lived at - but it is the only one that I can call their home. Legend is beautiful, comfortable and the activities available help keep them engaged in life. They are happy and most important have their dignity. It is not easy to be dependent on others when you have been responsible for yourself all of your adult life. Legend staff and residents have forged a community that has given my parents purpose and a place they call home, hopefully for the rest of their lives. Thank you so much,”

~Cynthia Shepard, daughter of Charles and Donna Eissler



Resident at Legend at Capital Ridge

“It took only a couple of days for her to be thrilled. So I was THRILLED! The surroundings are fabulous (like an upscale hotel/lodge), the food delicious, the staff friendly and kind and the other residents have been accepting, caring, helpful and lovely people.”

~Marva Early, Power of Attorney and Executor for Aunt

“If anyone I know is considering assisted living for themselves, or a loved one I make sure I tell them about Legend at Capital Ridge. I let them know how happy we are and how much better physically and mentally my mother is. Yes, she is happy to be here too!”

~Lynn McKinsey daughter of current resident

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Dee Miller shares love of piano with other seniors

By Kevin Groenhagen

Can an old dog learn a new trick? “It just depends on whether or not the old dog wants to learn,” answered Dee Miller with a laugh.

Miller, who specializes in teaching seniors the piano, recently resumed offering lessons through Deelightful Piano of Lawrence. She took a little time off while she and her husband, Ron, a retired minister, settled into their new home in Lawrence.

“We moved to Lawrence from Council Bluffs, Iowa, in July 2011,” Miller said. “We had been looking at Lawrence for a long time. Being in a university town excited us, the history intrigued us, and it puts us closer to our children. We have a son in Kansas City and a daughter in eastern Oklahoma. We thought this would be a wonderful place to retire.”

Miller’s love for playing the piano began when she was very young.

“At my grandparents’ place, life was centered on the piano,” she said. “They didn’t have a TV. They would laugh if someone said their piano was a status symbol, but it was the only thing of value they owned. From the time I was four or five years old, when I had my first lesson, I would gravitate

to that piano to see what I could figure out. My grandparents were always so thrilled with everything I did. They encouraged me along the way.”

Miller had lessons as a child from two outstanding teachers over several years. However, she said the best training probably came when she became a church pianist at age 13 and when she played for another church with two large choirs when she was 16. Working with other musicians, along with summer music-education opportunities, provided her with a great deal of fine mentoring. In college, that paid off financially.

“My skills were useful to a congregation near campus on Sunday,” Miller said. “In addition, I taught on Saturdays, two out of the four years in college, where I studied piano and psychology as well as nursing. All of these studies laid the foundation for my various careers. Later, after moving to Council Bluffs, I returned to college to obtain a degree in community mental health.”

Miller would give lessons from time to time after college, but working as a community health nurse and raising a family left little time to do so. And then there was the Millers’ missionary work, which included a decade as missionaries in Malawi, a



Dee Miller

country located in southeast Africa.

After returning to the United States in the late 1980s, Miller got back into nursing, with an emphasis on child and adolescent psychiatry. In 1995, she decided to leave nursing and devote her time to writing and giving piano lessons.

However, the inquiries she received regarding lessons weren’t exactly what she had expected.

“When I started doing piano lessons in 1995 in Council Bluffs, the first week I advertised I got calls from three students,” Miller said. “Two

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Kaw Valley Senior Monthly

Kevin L. Groenhagen
Editor and Publisher

Kaw Valley Senior Monthly is published monthly by Groenhagen Advertising, L.L.C., Lawrence, Kansas, and is distributed at over 130 locations throughout the Lawrence-Topeka area. Any opinions expressed by our writers are not necessarily those of Groenhagen Advertising, L.L.C. Subscription rate is \$7.50 for 12 monthly issues.

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Dee Miller

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were children and one was a senior citizen. That kind of set a pattern. From then on it would be two kids to every one adult. That's the same ratio of adults to kids that I had when I left Council Bluffs last summer."

"Piano for adults is a growing field," she continued. "In fact, there's a whole repertoire of music just for adults. It's a growing need. We all have heard how therapeutic playing a musical instrument can be. For example, when a stroke patient takes piano, we now know that there can be remarkable cognitive improvement."

Miller witnessed the therapeutic aspects of music while serving as a nurse.

"As soon as the staff realized that I was a pianist, they encouraged me to leave the formalities of nursing to others as much as possible," she said. "That's when I first realized just how useful music was to healing. One young woman, who had seldom spoken for years, would become very conversant after being in the music

room for a few minutes. Men who were otherwise easily agitated would sit calmly and reminisce about the memories some of the music brought to them. I think they resurrected times in their lives when life was not so complicated. A young college student struggling with schizophrenia arrived on our unit one evening, having buckled from the stress of finals. Since she'd been there before, I could see the relief on her face as she finished her admission process and walked onto the unit. Our eyes met just briefly before she walked over to the desk, and asked me to play 'The Impossible Dream' for her. It was a Kodak moment for me as she later stood at the piano and hummed along. I like to think that the song may have carried her on to her goals. I know that every time I hear it, I think of her and wonder."

"As soon as we arrived in Lawrence, I immediately sought a care facility where my skills might be utilized and further developed," Miller continued. "I was delighted to find Neuvant House of Lawrence, which is devoted to the care of Alzheimer's patients. I go there once a month. It's

such a delight to see the change in their expressions as I present a variety of music—some soothing romantic or classical, some lively jazz or folk, much of it music that they haven't heard in years."

According to Miller, many seniors wanted to take lessons as children, but their families could not afford them. Other adults took lessons when they were children, but gave up because they weren't happy with the teacher or didn't think they could learn the piano.

"A lot of piano teachers won't

even take a senior citizen," Miller said. "They won't even take an adult. For me, over time, I realized that I enjoyed teaching adults far more than I did kids. Often a parent or grandparent seeking lessons for a preschooler would do well to also take lessons themselves, perhaps for a year or two before starting the youngster. I've had great success when people followed this recommendation. The child has a chance to see the parent or grandparent struggling and still succeeding, which is the hardest part for the

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Dee Miller

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kids, as well as for the adults. Teaching requires a fine balance between patience and persistence. People tell me I have a lot of patience. Well, I don't know about that. I do know that I have persistence, though, and that's often the missing ingredient."

Miller enjoys making house calls to teach seniors piano, noting that adults even have some advantages over younger students.

"It's a different set of challenges, but they're so motivated since they're paying for their own lessons," she said. "The two hardest things to do are to convince them that they can play and to limber up their fingers, especially if they are arthritic. Adults have a lot a learning experience. They already know how to learn when they come to me. By the time they decide to learn to play piano, they have already mastered several things in their lives."

Although Miller uses different approaches when she teaches children and adults, there is one area in

which she makes no distinction.

"I always give a trophy to my students when they advance from the elementary to intermediate levels," she said. "When I gave a trophy to one of my older students last year, she just smiled so big and said, 'This is the first trophy that I have had in my entire life.' She was so thrilled."

One of Miller's greatest success stories involved a 75-year-old student.

"He came to me in great grief after he had lost a spouse," she said. "He was also homebound due to Parkinson's disease. He called and said that he played around with the piano a little bit, but didn't read music well enough to know what he was doing. Eleven years later, he was going around to nursing homes to play for the residents. The local newspaper wrote a full-page story about him, and he used to say, 'You made me famous.' I would say, 'I think you made me famous.'"

"He played in every recital," she continued. "Most of the time he stole the show! Once he came to recital only 24 hours after surgery that left him with a large bandage on his head.

He didn't care what he looked like. He just wanted to be there where he belonged. He insisted. This guy was an electrical engineer since World War II, yet piano was his finest accomplishment in his golden years."

The gentleman eventually had to stop taking lessons when he became bedridden and could not get to his piano. However, he had one more surprise for Miller.

"He actually played for his own funeral," she said. "His family had

made a video of him playing several pieces, including 'Boogie Woogie Bugle' and 'Moonlight Sonata,' and put it on a big screen where everyone could see it. They placed all the trophies he won for playing piano next to his casket. They also laminated the newspaper article about him and buried it with him."

For more information about Deelightful Piano, please call Miller at (785) 856-8532 or email her at deelightful@sunflower.com.

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ComfortCare Homes of Baldwin City is home for residents

By Billie David

Home is an important concept to Scott Schultz, who grew up in the small Kansas town of Alma and married his high-school sweetheart (who attended a rival high school in nearby St. Marys). And home is what he and his wife Linda had in mind when they moved to Baldwin City to raise their family 20 years ago after a stint in Kansas City and opened ComfortCare, a small memory care facility.

"We are located in a residential neighborhood," said Scott, who is president and operator of ComfortCare Homes of Baldwin City. "People advertise that they are *like* home, but we actually *are* home."

Scott and Linda decided to look into memory care after his grandmother went through the traditional nursing care experience and another relative developed Alzheimer's.

"Those experiences motivated us to look into providing high-quality care," Scott said.

So for the past several years, Scott and Linda took training through the State of Kansas and obtained licenses to operate a care home. They both became CNA's (certified nurse aides), and worked in two different types of care facilities in Kansas City: a large institution and a ComfortCare home. Meanwhile, Linda obtained a CMA (certified medication aide).

The couple also traveled to Wichita and spent more time training in the ComfortCare homes there, where Scott said he was especially impressed with the caregiver-to-resident ratio of 1 to 3.

"In a large facility it is 1 to 10 or more," he said. "The smaller ratio allows us to do intense, personal one-on-one care."

In a smaller environment like ComfortCare, the residents are able to become accustomed to their surroundings and the staff members, Scott explained.

"They have fewer problems than in a large facility. When a person is

COURTESY PHOTO



Caregiver Diane Peterson assists two ComfortCare Homes residents with baking a pie in the kitchen of the Baldwin City home.

cognitively impaired, he can get confused, and this leads to behavioral incidents," he said.

Scott and Linda found a home

they liked in a residential neighborhood a couple of blocks east of the Baker campus. They converted it into

with a coded entry system.

■ CONTINUED FROM PAGE SIX

a place with room for six residents, with an emphasis on the comforts of home, including shade trees in the yard and a water fountain and fish pond in the back.

"We needed a ranch-style, single-level home, and we weren't going to compromise on having large shade trees," Scott said of the year-long search for the perfect place. "It all came together for us. It is very important to us that the home be as therapeutic as the care."

So they added a couple of bedrooms and a walk-in shower, decorated the inside with an emphasis on home, put in a fire sprinkler system and smoke alarms, made a concrete walking path in the back yard, and added a fence around the back yard

at risk for wandering away from home," Scott explained, adding that they have the only secured home in southern Douglas County.

The day-to-day activities are also built around the concept of home.

"Our goal is for the residents to have meaningful lives, not to do contrived activities," Scott said. "It's just like living in their own home. They help bake pies and cookies. All the cooking is done at home. We come home with the groceries, and they help bring them in from the car, unload them and put them away."

The residents also help with chores around the house, such as vacuuming, sweeping, watering flowers, adding water to the fish pond, folding laundry and setting the table.

"It adds meaning to their lives," Scott explained.

Staff members also schedule quality activities for the residents. For example, they took one resident to a grain elevator to buy bird seed that he could use to fill the bird feeders, and they recently brought in a small group from Lawrence to sing.

In addition to employing a registered nurse and round-the-clock, certified caregivers, ComfortCare also has a house physician and physical, occupational and speech therapists, as well as providing a hair stylist, podiatrist, dental hygienist, and labo-

ratory and x-ray services.

After just six months of operation, Scott can talk about success stories.

For example, one resident who came to ComfortCare from another facility and who was nearly wheelchair-bound has gone through physical and occupational therapy and no longer depends on her wheelchair.

Another resident arrived with aggressive behavioral tendencies but, after the care and attention he received from the staff, he now looks out for the other residents and makes sure the birds and squirrels have plenty to eat.

"Almost right from the beginning,

it was just amazing," Scott said. "We feel like we are really changing people's lives."

It's situations like this and the comments that Scott hears that he really takes to heart.

"One resident who helped bake a pie was overheard saying, 'I haven't baked a pie in years,' and later said, 'I love it here, kid. I really do,'" Scott recalled.

He also enjoys when he hears visitors say, "I can't explain it, but I just feel comfortable when I walk in here," or when a family member refers to ComfortCare as "The Cadillac of care."

And when another family member told him, "I haven't seen Dad this happy in years," Scott said, "It makes you want to get up in the morning. That's what we're in it for."

ComfortCare Homes of Baldwin City is located at 232 Elm Street, and more information is available by calling (785) 594-2603. People can also visit the website at www.comfortcarebaldwin.com and click on the Facebook link there.

"The smaller environment is the future," Scott said. "That future has arrived in Baldwin City. We're providing an environment on the cutting edge of the industry."

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Ralph Sader celebrates 100th birthday *Ralph Sader*

By Kevin Groenhagen

While billions were celebrating the New Year on January 1, Ralph Sader was celebrating another milestone: His 100th birthday.

Residents and staff at Medicalodges Eudora joined Sader's friends and family—including some who travelled from Missouri and Texas—on December 31 for a combined New Year's Eve and birthday party. The weather was quite mild compared to the day Sader was born 100 years ago on a farm near Plainview, Minn.

"On the day I was born, the snow was so deep that the doctor couldn't make it to our house in time," Sader said. "So I was born before he arrived."

When he was 16, Sader, his mother, and younger brother moved to California.

"My mother's brother was in the real estate business in California," Sader said. "On the way back to California from Chicago, he came by our way and said, 'I want you to have that old

Model T Ford ready to go. I'll be back in a week and we're all going to California. This weather here is too cold."

"At that time we had about 18 inches of snow on the ground," Sader continued. "It took us 20 days to drive to California. I was thinking here awhile back that I once drove to California in one day. Twenty-five miles per hour was the best I could do with that old Model T. My uncle was driving a Pierce-Arrow. When we started out my uncle said, 'You follow me.' But every 50 miles or so he had to stop and wait for me. Finally, he said, 'You get in front of me and, if I have to, I'll shove you all the way to California. I'm sure it was tiresome for him with me driving 25 miles per hour when he could do 50.'"

Sader graduated from high school in California and, at age 17, went to work for a plumbing company.

"They hired me for \$10 a week," Sader said. "But at the end of the week they always gave me \$12. Jobs were in short supply, so I would have



Donna Fox, administrator, Medicalodges Eudora, with Ralph Sader, a Medicalodges resident, during his birthday party.

been happy with \$10."

Sader later became a manager of a grocery store. One customer immediately caught his eye.

"A young woman walked in," Sader said. "When I saw her, I said to myself, 'Boy, there's my wife.' She

came in another time to buy some groceries and I asked her for a date. The bread man was standing there waiting for me to sign his ticket."

When she hesitated to respond, the bread man said, "He's a pretty good fella. You better take a chance."

The young woman, Doris Durell, married Sader on Sept. 4, 1932, in Compton, Calif. The newlyweds began their lives together during the Great Depression, and Sader said they did not escape hardship.

"One time during the Depression I was out of work and we only had 10¢ left," he said. "My wife was going to buy a loaf of bread. I decided to go into town and mowed two or three lawns. I made enough to buy a bag full of groceries and carried it nine miles home. That's how close a lot of us got to being completely broke."

During World War II, Sader worked as a truck driver and dispatcher for the Lockheed Corporation. In 1950, the Saders and their sons and daughter moved to Texas, where Sader worked for a nursery. While in Texas, Sader also became a minister with the Reorganized Church of Jesus Christ of Latter Day Saints. He served as a minister for 50 years.

The Saders later moved to Kansas, where their daughter's family lived. While in Kansas, Sader worked as the manager of a greenhouse on Ft. Leavenworth. He also worked for several years at Kansas University in their

■ CONTINUED FROM PAGE EIGHT

yard maintenance department and a nursery in Lawrence.

After noting that he had an aunt or two who lived to be 100, Sader said he never expected to make it to that age. He has outlived all his siblings, his wife, who died at age 93 in 2008, and all of his sons.

"I have had a couple of rough spots in my life," Sader said. "When I was 12 years old, my father and I went out for a load of hay. I was driving for Dad and we had the loader behind us. We only had 50 feet left before we would

be done with the field. However, the horses stopped 50 feet short."

Sader's father told him to yell at the horses to go. However, the horses bolted and threw Sader to the ground between them. Unfortunately, his nose hit the wagon's tongue as he fell.

"That is why I have a crooked nose today," he said with a laugh.

Many years later, while working at a nursery in Lawrence, Sader was called to move two shrubs and injured himself while digging. After being operated on, he started getting chills.

"My temperature went to 105 degrees," Sader said. "I almost died. The doctor told my wife that if I made it through, I wouldn't have a brain left."

Does Sader have a secret to explain his longevity? "Someone asked me that at the party the other night," he responded. "I told them not to drink. In my whole life, I have probably had no more than a pint of alcohol. Don't smoke. I've never smoked. And don't go browsing around at night."

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Bed Mart offers senior-friendly mattresses

By Billie David

It might be tempting to think of the mattress industry as a bit laid back, but for Gary and Kathy Lucas, owners of Lawrence's Bed Mart, it's important to keep abreast of the newest developments in mattresses.

"We are going to market in Las Vegas later this month to look at the new innovations, like the gel memory foam. It's the new hot item on the market right now. We'll spend two or three days there checking out the latest trends," Gary said.

They also look for ways to keep their business national and green.

"I purchase most everything I can that's made in the United States," Kathy said, "and I try to get as many mattresses as I can that are eco-friendly and try to donate what mattresses I can to other people to keep them out of the landfill."

Efforts like these make Bed Mart senior-friendly and motivate several area chiropractors to recommend their store.

"More people have allergies now," Kathy said, remembering the days when people would move away from home and find a used mattress to sleep on. "These are eco-friendly so they are more breathable, with more organic cotton covers. The whole industry is more eco-friendly."

Changes in the way people live have also had an impact on the mattress industry. For example, Bed Mart used to sell waterbeds and, while they still carry waterbed supplies, they don't carry the actual waterbeds anymore.

"They don't fit into the smaller homes," Kathy explained.

More popular these days are the futons, and Bed Mart sells them with either the traditional mat or with individual pocketed coils that make them more comfortable and mattress-like.

"In this town, futons are the deal," Kathy said.

Another change has to do with the aging of the baby boom population and the need to keep up with the physical changes that go along with it.

For example, one popular item is the adjustable bed, which is often equipped with a massage mechanism as well as the ability to raise or lower the head and foot of the bed.

"It keeps the head above the heart for sleep apnea and heart issues," Kathy explained, adding that the adjustable bed takes pressure off the

■ CONTINUED ON PAGE 11

Bed Mart

■ CONTINUED FROM PAGE 10

spine as well.

A big seller for people with fibromyalgia and other nerve problems comes from Tempur-Pedic, makers of the original memory foam mattress. Memory foam adjusts to fit the sleeper's body without pressure and returns to its original shape, a feature that lasts for 20 years, Kathy said.

Another brand, icomfort, has come out with an even newer type of foam, one in which memory foam and a special gel are fused together.

Gary and Kathy have been selling mattresses for a long time.

"We have worked together 24/7 for 20 years," Kathy said.

Although they both grew up in Lawrence, they opened their first business in Wichita in 1992, after Gary was laid off from his job and used his severance pay to start the business.

"We knew a guy in Oklahoma City who made mattresses," Kathy said. "Gary grew up with him and went

to school with him, and Wichita was half-way between Oklahoma City and Lawrence.

"It was the first specialty sleep shop in Wichita," Kathy continued, explaining that while other stores like Wards and Sears sell mattresses, they

owned the first store there that actually specialized in mattresses.

They moved to Lawrence and opened the local Bed Mart because their families are here, she added.

In addition to mattresses, Bed Mart offers Lang furniture from Wisconsin

and Furniture Traditions from California. They also offer free delivery and set-up within a 75-mile radius with a minimum purchase amount.

Bed Mart is located at 2329 Iowa Street, Suite H, and the telephone number is (785) 832-0501.

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Social Security's 'earnings test' numbers have gone up

By Norm Franker

Social Security District Manager in Lawrence

You probably already know that there was an increase in Social Security and Supplemental Security Income (SSI) monthly payments at the beginning of the year. If you receive monthly Social Security or SSI payments, you received a 3.6 percent cost-of-living adjustment beginning with your payment for the month of January 2012.

For people who receive Social Security retirement benefits, there's more good news. In addition to receiving a little more each month, you may now earn more income without offsetting your benefits because the "earnings test" numbers also have gone up.

If you have reached your full retirement age (age 66 for anyone born between 1943 and 1954), the earnings

test does not apply and you may earn as much money as you can without any effect on your benefits. However, if you are younger than full retirement age, collecting benefits and still working, we do offset some of your benefit amount after a certain earnings limit is met. For people under full retirement age in 2012, the annual exempt amount is \$14,640, and if you do reach that limit, we withhold \$1 for every \$2 above that limit from your monthly benefit amount. For people who retired early, continue working and will obtain full retirement age in 2012, the annual exempt amount is \$38,880 and we will withhold \$1 for every \$3 you earn over the limit from your monthly benefits.

You can learn more about the earnings test and how benefits may be reduced by visiting our website,

www.socialsecurity.gov, and searching on the topic "earnings test."

Find out what your full retirement age is at our Retirement Age page, www.socialsecurity.gov/pubs/agein-crease.htm

You also may want to read our publication, How Work Affects Your Benefits. It's available at www.socialsecurity.gov/pubs/10069.html.

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PERSONAL FINANCE

Investors can learn much from Super Bowl teams

It's Super Bowl time again. And whether you're a sports fan or not, you can probably learn something from the Super Bowl teams that you can apply to other endeavors — such as investing.

What might these lessons be? Take a look:



Harley Catlin and Ryan Catlin

- Pick players carefully. Super Bowl teams don't usually get there out of luck; they've made it in part because they have carefully chosen their players. And to potentially achieve success as an investor, you, too, need carefully chosen "players" — investments that are chosen for your individual situation.

- Choose a diversified mix of players. Not only do Super Bowl teams have good players, but they have good ones at many different

positions — and these players tend to play well together. As an investor, you should own a variety of investments with different capabilities — such as stocks for growth and bonds for income — and your various investments should complement, rather than duplicate, one another. Strive to build a diversified portfolio containing investments appropriate for your situation, such as stocks, bonds, government securities, certificates of deposit (CDs) and other vehicles. Diversifying your holdings may help reduce the effects of market volatility. (Keep in mind, though, that diversification, by itself, can't guarantee a profit or protect against loss.)

- Follow a "game plan." Super Bowl teams are skilled at creating game plans designed to maximize their own strengths and exploit their opponents' weaknesses. When you invest, you also can benefit from a game plan — a strategy to help you work toward your goals. This strategy may incorporate several elements, such as taking full advantage of your Individual Retirement Account (IRA) and your 401(k) or other employer-

sponsored retirement plan, pursuing new investment opportunities as they arise and reviewing your portfolio regularly to make sure it's still appropriate for your needs.

- Stay dedicated to your goals. Virtually all Super Bowl teams have had to overcome obstacles, such as injuries, bad weather and a tough schedule. But through persistence and a constant devotion to their ultimate goal, they persevere. As an investor, you'll face some challenges, too, such as political and economic turmoil that can upset the financial markets. But if you own a diversified mix of quality investments and follow a long-term strategy that's tailored to your objectives, time horizon and risk tolerance, you can keep moving forward, despite the "bumps in the road" that all investors face.

- Get good coaching. Super Bowl teams typically are well-coached, with disciplined head coaches and innovative offensive and defensive coordinators. When you're trying to achieve many financial goals—such as a comfortable retirement, control over your investment taxes and a legacy to leave to your family — you, too, can benefit from strong "coaching." As your "head coach," you might choose a financial professional — someone who can help you identify your goals and recommend an appropriate investment strategy to help you work toward them. And your financial professional can coordinate activities

with your other "coaches," such as your tax and legal advisors.

Unless you're a professional football player, you won't ever experience what it's like to play in the Super Bowl. However, achieving your financial goals can be a fairly big event in your life — and to help work toward that point, you can take a few tips from the teams that have made it to the Big Game.

- Harley Catlin and Ryan Catlin are with Edward Jones, 4828 Quail Crest Place, Lawrence. They can be reached at 785-841-6262.

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Edward Jones to host Medicare and finance seminar

Valerie Nelson, an Edward Jones financial advisor in Topeka, is hosting a "Medicare and Finance" seminar, a unique event for investors that mixes an educational investment seminar with a Medicare presentation. The event will be held at 6:00 p.m. on February 9, at 3100 SW Huntoon, Ste 101 in Topeka.

Nelson will be joined by Sharon Mulqueen from ANew Home LLC for the Medicare presentation. During the event, Nelson will discuss an economic and market update. Seating is limited. For more informa-

tion, contact Julie Christensen at 785-273-0110.

Edward Jones provides financial services for individual investors in the United States and, through its affiliate, in Canada. Every aspect of the firm's business, from the types of investment options offered to the location of branch offices, is designed to cater to individual investors in the communities in which they live and work. The firm's 12,000-plus financial advisors work directly with nearly 7 million clients to understand their personal goals.

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HEALTH & FITNESS

How to prevent falls

Falling down at the grocery store can really hurt your back—and your pride. Every day, thousands of people visit emergency rooms to be treated for injuries resulting from falls. Children are injured in falls in playgrounds, at home, and on sports fields. Older people fall in icy parking lots, or



Laura Bennetts

when they stand too quickly, or when they slip on unsecured throw rugs.

It's true that kids and seniors are at high risk for falls. But it is not true, as many people think, that falling is inevitable as we grow older and that we should simply bow to the inevitable.

Have you fallen recently? Have you fallen repeatedly? If so, you may have shrugged, thinking: "What can I do? That's life." But actually, many kinds of falls are preventable, not inevitable. Research shows that therapeutic exercise and treatment can reduce your chance of serious falls by nearly a third. Here's how.

The Six Main Risk Factors

Falling is often a result of specific problems that can be regarded as risk factors for falling. Look at the list below and decide how many of these factors—the six main risk factors for older adults—apply to you directly. Circle the

ones that affect you personally.

1. Feeling lightheaded when you stand up.
2. Regular use of four or more medications.
3. Vision problems.
4. Problems with your feet or unsafe shoes.
5. Feeling unsteady when you move or walk.
6. Problems with clutter in your home.

Reduce Your Risks

If you circled any of these six items, you're at risk for falls—as you surely know. If you circled several items, your risk is considerable. But the good news is that you can reduce your chance of falling—greatly—if you reduce your vulnerability to these risk factors.

How? Start by getting some expert advice.

You can address the first three problems by working with your doctor, your optometrist, and your ophthalmologist.

Feeling lightheaded is often caused by falling blood pressure, and medications can also affect your balance. Ask your doctor about solutions to both problems (for example, reducing or changing medications). For the diagnosis and treatment of vision problems, which often develop slowly and almost imperceptibly, you need to consult an eye doctor.

For the other three problems—risk factors 4, 5, and 6—you can help yourself by working with a physical therapist.

Therapy to the Rescue

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foot problems and improving your balance. We also offer expert advice about safe shoes and safe homes.

How do you know if you need therapeutic help? How do you know if therapy can help you? For example, are you really clinically unsteady when you walk around, or just a bit tired or weak?

Many people find these questions tough to answer, especially when their problems develop slowly over time. But ask yourself the following four questions—and circle any question for which your answer is "Yes."

1. Do you have trouble standing up from a chair?
2. Do you sit down hard, practically falling into your chair?
3. Do you have difficulty with curbs, either stepping up or down?
4. Do you steady yourself by leaning on furniture or walls when you walk?

If you answered "Yes" to any of these questions, you are unsteady and your risk of falling is considerable.

Therapy vs. Gravity

Gravity may not be your best friend, but therapy is. Research shows that, even if you have a high risk of falling—even if you circled every one of the six major risk factors above—you can still reduce your risk significantly. For the first three factors above (medication effects, vision problems, dizziness when you stand), consulting your doctor or eye doctor can reduce your risk appreciably. For the next three (foot and shoe problems, unsteadiness when you walk, hazards in your home), therapy helps greatly.

How much can treatment help you? Research shows that, if you had a serious fall last year, you have a 50% chance of falling again this year—unless you get treatment. When you do seek treatment, your risk falls to

30%. That isn't ideal, but it's still a vast improvement.

If you have four or more risk factors, treatment lowers your risk from 80% to 50% per year. For people with three risk factors, the risk per year decreases from over half to under half. For people with two risk factors, the danger drops by a third. For people with just one risk factor, treatment reduces the danger of a serious fall over the next year by half.

Stand Tall

Serious falls remain a danger, even with the best treatment. But falling is not inevitable. Many of the worst falls are entirely preventable. You can avoid needless collisions with Mother Earth. The choice is yours.

- Laura Bennetts, PT, earned a Master's degree in Physical Therapy from the University of Southern California in 1982. She owns and directs Lawrence Therapy Services LLC (785-842-0656) and Baldwin Therapy Services LLC (785-594-3162). For details about these clinics, see <http://lawrencetherapyservices.com>. For answers to your therapy questions, you can write to Laura c/o laurabennetts@hotmail.com.

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HEALTH & FITNESS

Urinary Tract Infection

A urinary tract infection (UTI) is a bacterial infection that occurs anywhere along the urinary tract, which includes the kidneys, bladder, ureters, or the urethra. It is important to understand and manage urinary tract infections in the geriatric population. According to *The Merck Manual of Geriatrics*, as many as 10% of all elders have symptomatic



Dr. Farhang Khosh

urinary tract infections. In addition, over half of women and over a third of men over 80 years are more likely to develop asymptomatic bacteriuria, which is having bacteria in their urine.

Several factors have been linked to the development of UTI in the elderly. These include increased age, menopause, and structure of the urinary tract. Another risk factor that is often overlooked is dehydration.

When a bacterial urinary tract infection goes untreated it can lead to serious conditions that require immediate medical treatment. These conditions can include sepsis, which is a serious medical condition affecting the whole body. Another serious condition is pyelonephritis, which is when a bacterium has reached the kidney and causes kidney damage.

Sometimes the only symptom of a urinary tract infection in the elderly is acute confusion. This is when the bacteria in the blood pro-

duce toxic substances that can pass through the blood brain barrier and causes confusion. This confusion can often be mistaken for dementia or developing Alzheimer's. So, as the patient is being worked up for these two conditions, this can even delay the treatment of the urinary tract infection.

Even though the treatment of choice for a urinary tract infection is an antibiotic, the best way to approach the UTI is to prevent the UTI. There are three simple changes that geriatric patients can take to minimize the recurrent of UTI. First is to keep hydrated to prevent dehydration, which can be a causal factor in developing an UTI. Second is to take a probiotic to prevent UTI. Probiotics are good bacteria that populate the urinary tract system and help to prevent bad bacteria from multiplying and causing problems.

Third is to consume unsweetened cranberry juice. According to the Mayo clinic, the cranberry has been investigated for numerous other medical uses, and promising areas of investigation include the prevention of *H.pylori* infection, which causes gastric ulcers and dental plaque. If the unsweetened cranberry juice is too strong or you get heartburn you can dilute the cranberry juice with water. The other alternative to unsweetened cranberry juice is concentrated freeze-dried cranberry. Cranberry has a very long history for the treatment of UTI if taken in a therapeutic dose. Prophylactic cranberry can be taken to prevent urinary tract infection.

- Dr. Farhang Khosh, N.D., is a Naturopathic Doctor practicing at Natural Medical Care in Lawrence. He can be reached at 785-749-2255.



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RETIRE SMART

How retirement savers can benefit from new 401(k) fee disclosures

A brave new world opens up to workplace retirement savers next year.

Participants in most workplace defined contribution plans will be receiving new quarterly reports that contain clear disclosure of investment fees; in most cases, the new reports will turn up in second quar-



Mark Miller

great, the new disclosures pose some key questions for retirement savers. How should you interpret the new fee information? And, if the fees in your plan are too high, what can you do about it?

Nothing affects long-term retirement portfolio success more than fees. A 2010 Morningstar study found that fees trump performance as a predictor of success, with low-cost funds turning in much better returns than high-cost funds across every asset class from 2005 through March 2010. The lowest-cost domestic equity funds returned an annualized 3.35 percent over that period, compared with 2.02 percent for the most expensive group.

And, while large companies often have the most efficient plans, total plan costs can vary quite a bit even among large plans, according to Brightscope, which rates 401(k) plans. Brightscope is working on updates to its website that will help investors interpret the 401(k) fees and benchmark them against the plans of similarly-sized companies and industry peers.

What can you do if the numbers suggest you're in an inefficient 401(k) plan? Start with an apples-to-apples comparison of your mutual fund options with funds you could buy on your own elsewhere. The challenge here is to get an apples-to-apples comparison, since many workplace

plans offer high-cost actively-managed funds that may be difficult to compare with outside alternatives.

If your retirement plan isn't competitive, consider taking the following steps:

1. **Inquire, don't complain.** "Go talk with your plan administrator, and ask some questions," suggests David Loeper, author of "Stop the Retirement Rip-off: How to Avoid Hidden Fees and Keep More of Your Money."

"If I have \$100,000 in my plan and I'm being charged two or three percentage points, it's going to dawn on me that I'm paying \$2,500 a year in fees that I didn't know about," Loeper says. "You can say, 'Hey, we got these statements showing the costs on our investments, it looks like we don't have any index funds. I'm doing some retirement planning, and I'd like to use some lower-cost alternatives. Would it be possible for us to add one?'"

2. **Organize.** Don't be the only voice raising questions. "In these economic times, you don't want to sound like a complainer to your boss," Loeper says. "So, consider how to rally your troops. Everyone will have

received these statements.(so) have a group lunch, or bring it up at happy hour: 'Hey, have you noticed how much we're paying for these funds?'"

3. **Look for an open window.** Many workplace plans permit you to set up a "brokerage window" that allows you to buy and trade whatever stocks, mutual funds or Exchange-Traded Funds are offered by your plan's vendor. The privilege typically comes with an annual fee around \$150, but that price could be more than offset by shedding high cost funds in your plan. Many in the industry frown on brokerage windows out of concern that they'll be used for risky investing, and many plans restrict the trading of individual stocks.

- Mark Miller is the author of "The Hard Times Guide to Retirement Security: Practical Strategies for Money, Work and Living" (John Wiley & Sons/Bloomberg Press, June 2010). Subscribe to Mark's free weekly eNewsletter at <http://retirementrevised.com/enews>. Contact: mark@retirementrevised.com. Twitter: @retirerevised.

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MAYO CLINIC

Consider risks and benefits of medication to prevent cancer recurrence

DEAR MAYO CLINIC: Three months ago at age 70, I had a bilateral mastectomy for invasive lobular cancer. Pathology reports indicated that I am cancer free. I currently take anastrozole, which I was told will lessen my chance of recurrence by 7 percent. However, the side effects I'm experiencing, including thinning hair and an increased risk of osteoporosis, don't seem worth it. Are there other things I should consider?

ANSWER: When considering whether to have additional treatment (adjuvant therapy) following successful cancer treatment, weighing the pros and cons, including possible side effects, is a sensible approach. Anastrozole is often used to treat breast cancer in postmenopausal women and, as in your case, it may be recommended to help decrease the risk of breast cancer returning. In some women, anastrozole can cause the side effects you mention—as well as joint aches - but those side effects are uncommon. If you prefer not to take anastrozole, you have other options.

Many breast cancer tumors are sensitive to estrogen. Anastrozole is one in a group of medications that stop the body from making estrogen after menopause. Less estrogen in your body makes it less likely that your prior cancer will return and less likely that a new breast cancer tumor will develop. These drugs, called aromatase inhibitors, block the action of an enzyme that converts androgens in the body into estrogen. They are effective only in postmenopausal women. Based on a woman's individual circumstances regarding her breast cancer, her overall health and other medical conditions, taking a medication such as anastrozole can decrease the chance of breast cancer recurring by about 7 to 10 percent.

Some people have significant side effects when taking anastrozole. But fortunately that doesn't happen often. Many women who take this medication tolerate it well and don't notice any side effects. If serious side effects occur as a result of taking anastrozole, though, or if you have

less-significant side effects that are bothersome enough to interfere with your day-to-day activities, alternative medications are available.

Two other aromatase inhibitors, exemestane and letrozole, can be used instead of anastrozole to help reduce your risk of breast cancer recurrence. Although the side effects associated with these drugs can be similar to those of anastrozole, people who cannot tolerate one medication often have fewer side effects with a different medication. So switching to exemestane or letrozole could help decrease the side effects you may experience with anastrozole.

If you prefer not to take any type of aromatase inhibitors, there is another option as well. A class of medications known as selective estrogen receptor modulators can also be used to lessen your risk of breast cancer recurrence. These medications work by blocking estrogen from attaching to the estrogen receptors on cancer cells. They can be used in women both before and after menopause. Tamoxifen is the most commonly used selective estrogen receptor modulator. Keep in mind, though, that selective estrogen receptor modulators can have their own side effects, too.

To make a decision about what's right for you, talk to your doctor. Before you make any final decisions, carefully discuss and consider the risks versus benefits of taking these medications to reduce your cancer risk. And remember that you always have the option of not pursuing any further therapy. For some women, this can be a quite reasonable choice. - Timothy Moynihan, M.D., Oncology, Mayo Clinic, Rochester, Minn.

- Medical Edge from Mayo Clinic is an educational resource and doesn't replace regular medical care. E-mail a question to medicaledge@mayo.edu, or write: Medical Edge from Mayo Clinic, c/o TMS, 2225 Kenmore Ave., Suite 114, Buffalo, N.Y., 14207. For more information, visit www.mayoclinic.org.

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SECOND & FOURTH TUESDAY OF EACH MONTH

SCRAPBOOK MEMORIES
Grace Hospice, 1420 Wakarusa, 6 p.m. All supplies provided (except photos).
LAWRENCE, (785) 841-5300

SECOND WEDNESDAY OF EACH MONTH
MEMORY SUPPORT GROUP

Held at The Windsor of Lawrence, 3220 Peterson Rd., 2 p.m. For more information, please call Amy Homer.
LAWRENCE, (785) 832-9900

SECOND WEDNESDAY OF EACH MONTH
DIABETES EDUCATION GROUP

The Diabetes Education Center provides a free monthly program for those with diabetes and their support persons, at 6 p.m. Lawrence Memorial Hospital, Meeting Room A.
LAWRENCE, (785) 505-3062

SECOND THURSDAY OF EACH MONTH
NAACP MEETING-LAWRENCE CHAPTER

Meets at the Lawrence public Library Gallery Room at 6:30 p.m.
LAWRENCE, (785) 841-0030, (785) 979-4692

SECOND SATURDAY OF EACH MONTH
HAPPY TIME SQUARES SQUARE DANCE CLUB

Meets at First United Methodist Church-West Campus, 867 Hwy 40 (1 block west Hwy 40/K10 Bypass). Plus: 7:30-8 p.m., Mainstream 8-10 p.m. Contact Frank & Betty Alexander.
LAWRENCE, (785) 843-2584

www.happytimesquares.com

THIRD MONDAY OF EACH MONTH
ACTIVE PRIMETIMERS

For ages 50+. Seniors group for friendship fun and travel. Luncheon meeting every third Monday at the Holidome. Reservations needed Thursday prior to meeting. Call Elsie for more information.
LAWRENCE, (785) 224-5333.

THIRD TUESDAY OF EACH MONTH
LAWRENCE PARKINSON'S SUPPORT GROUP

FIRST PRESBYTERIAN CHURCH, 2415 CLINTON PARKWAY, LAWRENCE, 2 PM

THIRD TUESDAY OF EACH MONTH
GRANDPARENT AND CAREGIVER SUPPORT GROUP

Strengthening family relationships and improving positive parenting skills. Meets from 6:30-8 p.m. at St. Francis Hospital, 2nd floor meeting rooms. Child care available with 48 hours notice.
TOPEKA, (785) 286-2329 or (785) 231-0763

THIRD TUESDAY OF EACH MONTH
STROKE SUPPORT GROUP

For those recovering from a stroke, and/or their family and friends. Meets at 4-5:30 p.m. For more information call LMH Kreider Rehab Center.
LAWRENCE, (785) 505-2712

THIRD WEDNESDAY OF EACH MONTH
ACTIVE AND RETIRED FEDERAL EMPLOYEES

The Lawrence chapter of the National Active and Retired Federal Employees (NARFE) meets the third Wednesday of each month at Conroy's Pub, located at 3115 W. 6th in

Lawrence. A program begins at noon, followed by lunch and a short business meeting. First time lunch is free! NARFE's mission is to defend and enhance benefits career federal employees earn. Employees from all branches of government are welcome and encouraged to attend. For more information, please call Betty Scribner, membership chairman.
LAWRENCE, (785) 843-7481

THIRD THURSDAY OF EACH MONTH
LUNCH AFTER LOSS

A social support group to re-engage life after the death of a loved one. Meets at 11 a.m. at Paisano's Ristorante, Fleming Place, SW 10th & Gage. Dutch

treat. Requires a reservation. Call Terry Frizzell at Heartland Hospice of Topeka for your reservation.
TOPEKA, (785) 271-6500

THIRD THURSDAY OF EACH MONTH
CAREGIVER SUPPORT GROUP

Baldwin Healthcare Center, 1223 Orchard Lane, 1-2 p.m.
BALDWIN CITY, (785) 594-6492

THIRD SATURDAY OF EACH MONTH
TOPEKA WIDOWED PERSONS BRUNCH

For all widowed people. Meets at the First

United Methodist Church, 6th and Topeka Blvd. in the red brick building, known as the Sweet Building on the Southwest corner of the campus. Please bring a covered dish to share. Beverages and table service provided. 11 a.m.-1 p.m. For more information about the Widowed Persons Service Program, please call Julie.
TOPEKA, (785) 357-7290

FOURTH MONDAY OF EACH MONTH
GRIEF SUPPORT GROUP

Presbyterian Manor, 1429 Kasold., 4 p.m. Sponsored by Grace Hospice.

■ CONTINUED ON PAGE 23

LAWRENCE, (785) 841-5300

FOURTH TUESDAY OF EACH MONTH
LAWRENCE PARKINSON'S SUPPORT GROUP

Pioneer Ridge Assisted Living Library, 4851 Harvard, 6:30 p.m.
LAWRENCE, (785) 344-1106

FOURTH WEDNESDAY OF EACH MONTH
CAREGIVER SUPPORT GROUP

Administered by Senior Outreach Services in cooperation with Jayhawk Area Agency on Aging, Inc. Designed to be a safe place to assist and empower caregivers of seniors. Rose Hill Place Clubhouse, 3600 SW Gage Blvd., 1 p.m.
TOPEKA, (785) 235-1367, EXT. 130

FOURTH THURSDAY OF EACH MONTH
TOPEKA GENEALOGICAL SOCIETY

TGS promotes and stimulates the education, knowledge and interest of the membership and the public in family history, genealogical records and research. Meets at the Topeka-Shawnee County Public Library, 7 p.m. No meeting in April, November or December.
TOPEKA, (785) 233-5762

<http://www.tgstopeka.org>

FOURTH THURSDAY OF EACH MONTH
CHRISTIAN WIDOW/WIDOWERS ORGANIZATION

We have a covered dish dinner, a short meeting, and then play dime bingo with playing cards. 5:30 p.m. at 17th and Stone. For additional information, email pdpatterson@juno.com.

FOURTH FRIDAY OF EACH MONTH
RETIRED GOVERNMENT EMPLOYEES

The Topeka chapter of the National Active and Retired Federal Employees (NARFE) meets on the fourth Friday of each month (except Nov. and Dec.) at Aldersgate Village, 7220 SW Asbury Drive, Topeka. Buffet lunch begins at noon followed by a program/speaker and business meeting. NARFE's mission is to represent government employees, active and retired, before Congress. Employees from all branches of federal government employment are welcome, and encouraged to attend. For information, call Jim Miller.
LAWRENCE, (785) 478-0651

SECOND & FOURTH FRIDAY OF EACH MONTH
ALZHEIMER'S/CAREGIVER SUPPORT GROUP

Sponsored by the Alzheimer's Association-Heart of America Chapter. KU Center for Research, 1315 Wakarusa Dr., Rm. 214, 1-2:30 p.m.
LAWRENCE, (913) 831-3888

FOURTH FRIDAY OF EACH MONTH
AARP CHAPTER 1696

AARP Chapter 1696 will meet at 11 a.m. at the Lawrence Country Club. Lunch served at 11:30. New and interested members welcome. Please call Mary for reservations.
LAWRENCE, (785) 331-4247

MAR 8

TOPEKA WOMEN'S CONNECTION
"BIZZY BEE LUNCHEON." FEATURE: Jenelle Carkhuff, owner of "Busy Bee Bonnets," will show her extraordinary, beautiful handcrafted

timeless fashions. She has shipped orders to many places as well as selling locally. MUSIC: Deo Gloria a select group of 10 talented high school-aged singers from the choir of Cornerstone Family Schools under the direction of Dorothy Iliff. SPEAKER: Victoria Burks, from Bartlesville, OK. Shares how a life of ashes can become one of beauty. She is the author of two romantic suspense novels. Cost of Lunch \$13.00. No cost for the program. Topeka & Shawnee County Public Library 1515 SW 10th Ave., 11:30 a.m. Reservations must be made by March 5 by calling Jeanie at 233-1387 or Ann 266-1522.
TOPEKA

MISCELLANEOUS

FEB 11

VALENTINE'S WEEKEND NORTH TOPEKA GHOST TOUR

Rough and Rowdy best describes our North Topeka Ghost Tour. Did you ever wonder what spirits may be lurking at the North Kansas Avenue Bars? Other highlights include Rochester Cemetery and the Albino Woman, Overland Station and Moose Lodge, which are listed on our top 5 most haunted locations for 2011. Tour lasts approximately 2 hours and is prepared to get out in several locations. Event Time: 8 p.m. Fee.
TOPEKA, (785) 851-0856

<http://www.ghosttoursofkanas.com>

FEB 12

CHOCOLATE AUCTION

The annual Chocolate Auction takes place every February and features hundreds of chocolate delicacies, including cookies, pies, tortes and

cream puffs. It also features a great deal of original art by area and regional artists. Bidders can begin with the silent auction and then bid in the live auction that follows. This event draws people from as far as Kansas City and Topeka. Admission fee. The auction began in 1988 and is still the major fundraiser for the Baldwin Community Arts Council. 718 High St.
BALDWIN CITY, (785) 594-6627

<http://www.baldwinarts.org>

FEB 24

CHILI & VEGETABLE SOUP SUPPER

Includes corn bread, relishes, drink & dessert. Hot Dogs & Take-Out Available. Community Invited. United Methodist Church, 1029 N Kansas Ave, 4:30-7 p.m. Adults \$7, Kids \$3.50. For more information, call Kelly White.
TOPEKA, (785) 286-4161

MAR 2

SECOND ANNUAL CELEBRATION OF WOMEN FASHION SHOW AND DINNER

Presented by Aldersgate Village. Come and enjoy an entertaining evening featuring food, fashion and fun. The fashion show models are women from the local Topeka community who will be decked out in the latest trends. Wine, refreshments and appetizers will be served prior to the fashion show, followed by a delicious buffet dinner. 100% of the proceeds benefit the Good Samaritan Fund at Aldersgate Village. This year's Emcee is WIBW's Melissa Bruner. Honorary Chair is Anita Wolgast. Entertainment provided by the Topeka Big Band Quintet. Aldersgate Village, Wesley Hall, 7220 SW Asbury Drive, 4:30-7:30 p.m. For ticket information, call Leslie Gasser.
TOPEKA, (785) 478-9440

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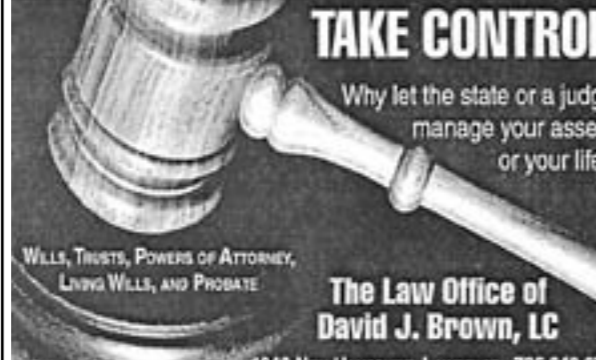
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Top online searches show political and social attitude of 2011

(ARA) - Notorious trials, political scandals and social uprisings drew people online, but the death of Osama bin Laden and the dominance of the iPhone—fueled by the passing of Apple founder Steve Jobs—topped online searches and news in 2011.

For 10 years, Yahoo! has analyzed its aggregate search data to gauge the top stories, compelling newsmakers, and viral fads. The Internet giant, visited every month by some 700 million people worldwide, debuted on Dec. 1 its “Top 10 News” topics, based on searches and top stories.

Top 10s include the Arab uprising, political sex scandals led by former California governor Arnold Schwarzenegger, heroic acts, a chronological review of extreme weather, notable endings that range from the space shuttle program to Oprah Winfrey’s daytime program, and a review of “obsessions” like planking, Charlie Sheen and the Tiger Mom meme.

This year, a technological marvel came in at No. 1—and even that had played a role in protests.

“This year the iPhone became

available through other providers,” says Vera Chan, senior editor and a Web trend analyst at Yahoo!, of the Apple product. “It now comes with a talking personal assistant. It comes in white, which for some people was like the elusive unicorn. And don’t forget, even though pundits were disappointed it wasn’t a major upgrade, the iPhone 4s helped Apple become, for a brief moment, the most valuable company in the world.

“As if that weren’t enough, the phone facilitated political movements around the world. And of course, the iPhone—as well as all the other technological marvels to come from Apple—is the embodiment of the vision of Steve Jobs.” Jobs, the co-founder of Apple, died on Oct. 5. The iPhone 4S debuted nine days later, to record sales.

By its nature, breaking news doesn’t always crack the Top 10: People don’t have to search for details they get in the news, and it’s rare that a single term can stand for a complex news story. Yet this year, Casey Anthony, Osama bin Laden, and the

Japanese earthquake and tsunami all figured into the top ranking.

Other 2011 developments, identified in the Yahoo! Year in Review:

- Casey Anthony, most searched person. “The Casey Anthony trial touched off a lot of classic controversies, and people drew parallels to the 1995 O.J. Simpson murder trial,” Chan says. “Was it a media-manufactured frenzy? Did the coverage encourage a rush to judgment? Why is the horrible death of Caylee Anthony, out of many tragedies, the focus?”

- Osama bin Laden. A Navy SEALs force took down Osama bin Laden four months shy of the Sept. 11 anniversary. President Obama made the announcement late May 1, so most Americans woke up to the astonishing news of his death. Searches surged about the circumstances, others wanted proof of death through video and images, and many had questions about his last moments and his Pakistani compound.

- Political sex scandals. The No. 1 slot went to Hollywood star and California governor Arnold Schwarzenegger; revelations about a 13-year-old son born out of wedlock ended his 25-year marriage to Maria Shriver. “Arnold committed the most classic sin,” Chan says. Other scandals had a more updated spin, such as “sexting” pictures that former New York congressman Anthony Weiner accidentally tweeted to his followers.

For the entire report, visit yearinreview.yahoo.com.

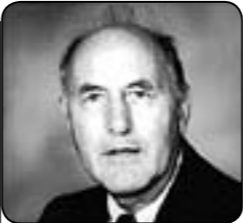
Know an interesting senior who would be a great subject for a Senior Profile? Please call Kevin at 785-841-9417.

HUMOR

Carlie Chan, Private Eye

He was wearing black designer jeans and a black tee shirt that was so tight his belly button showed—it was an outie. Handsome. Early forties.

“Ms. Chan,” he said, “I need your help.” His voice was low and smooth, and dripping with testosterone. “Mrs. Chan,” I said.



Larry Day

“What?”
 “I’m married.”
 “Oh, right. Sorry,” he said.
 “No problem.”

My husband, Sam, and I and our eight kids had moved to Letongalooosa from the West Coast to escape the fog and the phrase “World Class,” that people in San Francisco use to describe their jewel encrusted doggie-do scrapers. “The Purloined Robo Calls,” was my first case after we moved.

“And you are...?” I said.
 “Thug,” he said, “Percival Thug. ‘I run a call center, Thug Calling, Incorporated. Someone has shut down outgoing robo calls from Credit Blam!, my biggest client.”

“My husband gets calls from them all the time.”

“Not any more,” said Percival Thug. “Credit Blam! hasn’t made a call since last Monday. I’ve got to get their system running again.”

Mr. Thug signed my standard contract, and paid a \$500 retainer.

The phone rang. It was my husband.

“Pick up six loaves of bread and four gallons of milk on your way home.”

“Okay,” I said. “How are the kids?”
 “Good,” he said.
 “Great. Love you.”

Thug Calling, Inc. was an oblong glass box surrounded by acres of asphalt parking stalls. I pushed a button between the double doors.

“I’m Carlie Chan. I work for Mr. Thug.”

The door opened and I was escorted to Mr. Thug’s office. A wall-to-ceiling glass panel looked down on scores of cubicles. Thug’s secretary checked my ID.

“Mr. Thug says you have full access to the plant.”

“Are those Credit Blam!’s cubicles?”

“Yes.”

On the main floor the cubicles lay empty and quiet, their occupants laid off. The silence was eerie.

Then I heard what sounded like the squeak of an office chair deep among Credit Blam!’s cubicles. I took off my shoes and moved toward the sound.

Near a cubicle at the center of the maze, a chair squeaked again. I peeked inside. Someone small sat under a beige bed sheet that also covered the computer screen and keyboard.

“Don’t move!” I said, and yanked the sheet. It was a dark haired girl of eight or nine. She swiveled the chair and looked at me calmly. She wore a wrinkled Girl Scout uniform. A backpack lay on the floor.

“I’m Carlie Chan. Who are you?”

“I’m Teresa Thug. My dad owns this place.”

“Why are you here?”

“To shut down Credit Blam!’s call system and keep it shut down.”

“How in the world did a Girl Scout shut down this complex system?”

“I’m a genius. Everyone knows that.”

“Okay. But why would you shut down your dad’s best customer?”

“Dad wants me to go back East to boarding school. I don’t want to go, so I shut down Credit Blam! If it costs him enough money, maybe he won’t be able to send me.”

“How long have you been here?”

“Since Monday.”

“Why haven’t your parents called the police?”

“They think I’m back packing in Utah with my Girl Scout troop. The troop leaders think I chickened out and stayed home.”

“I’m a private investigator. Your dad hired me to get Credit Blam! operating again. I really need the money.

Can we work something out?”

“I’ll put Credit Blam! back online if you don’t tell my dad what I did, and if you convince him not to send me to boarding school.”

“Deal,” I said.

We shook hands.

Teresa Thug got Credit Blam!’s system back up with a few quick key strokes. Then she grabbed her backpack and sneaked out the same way she sneaked in.

I called Mr. Thug. “The Credit Blam! system is up and running, sir,” I said.

It turned out that Mrs. Thug missed Teresa terribly. She told Mr. Thug she couldn’t stand to send her only child away to boarding school.

A few days later the phone rang. Sam answered.

“!@#\$\$%^& Credit Blam! robo call,” he said, and threw the phone at the sofa.

- Larry Day, B.A., M.A., Ph.D., is a former foreign correspondent, newspaper reporter and journalism professor. He has written humorous fiction—sometimes intentionally—all his life.

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Larry Day

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TRAVEL TROUBLESHOOTER

A \$481 bill for damage I didn't do

When Mary Dampier returns her rental car to Alamo, she believes it is undamaged. But the company begs to differ, and now it is threatening to refer the case to a collection agency. Is there any hope?

By Christopher Elliott
Tribune Media Services

Q: I'm trying to resolve an issue with Alamo and have not been able to communicate directly with anyone at the claims department. Now they're threatening collections and legal action. I'm in the process of buying a house and can't afford a ding on my credit rating.

Here's what happened. I rented a car from Alamo in San Francisco for three days recently. It was parked most of that time and the vehicle was definitely not damaged during my rental.

When I arrived in San Francisco, I checked in at the rental Alamo rental desk. I was directed to select any of the cars in a certain row in the dimly lit, multi-level parking lot. There was no attendant to assist me. The keys were in the car. I selected the only Toyota.

I walked around the car for a visual inspection, noticed that it was slightly dirty in front, but I saw no dents or dings. I considered having them run it through the car wash again, but I had an appointment to get to.

I drove the car 81 miles during the weekend rental period. I parked carefully, pulling in facing a wall or building. No one could have impacted the car from the front during the time it was parked. When I drove it, I didn't run over or hit anything.

When I returned it to the airport, the agent walked toward the car from the front and said to me as he approached, "What did you hit with the car?" I thought he was joking. He pointed out what appeared to be a crack in the lower portion of the front grill. I didn't see it right away - I had to get down low to view it. It would have been easily missed in the parking garage where I picked it up.

I disputed the damage on the spot, telling him I didn't hit a thing and that this damage had to have been pre-existing. But I received a letter from Alamo's damage recovery unit for \$481. Can you

help? - Mary Dampier, Coronado, Calif.

A: Alamo should have given you the keys to a clean car and offered to inspect it before you left the airport. But you could have also prevented this with a few easy steps.

Always take a picture of your rental car with a cellphone or digital camera. If possible, ask an employee to walk around the vehicle, noting even minor damage. If no one is available, then make notation of the damage and ask an employee to acknowledge the car's condition before you leave.

I reviewed the correspondence with Alamo and the photos of the car you were alleged to have damaged. I posted the pictures, along with the letters, on my website and asked readers for their feedback. They noted several problems with your rental, including the amount of the damage claim (which was suspiciously close to your \$500 insurance deductible) and evidence that the damage it showed you in the photographs weren't from your vehicle.

Although Alamo's parent company, Enterprise, insists that damage claims such as yours are not a moneymaking scheme, stories like yours do make customers wonder. If Alamo was really concerned about the state of its cars, it would vigilantly photograph the vehicles before every rental and conduct a thorough inspection—not wait until the end to point out every little ding, dent and scratch.

I contacted Alamo on your behalf. It dropped its claim.

- Christopher Elliott is the author of "Scammed: How to Save Your Money and Find Better Service in a World of Schemes, Swindles, and Shady Deals" (Wiley). He's also the ombudsman for National Geographic Traveler magazine and the co-founder of the Consumer Travel Alliance, a nonprofit organization that advocates for travelers. Read more tips on his blog, elliott.org or e-mail him at chris@elliott.org. Christopher Elliott receives a great deal of reader mail, and though he answers them as quickly as possible, your story may not be published for several months because of a backlog of cases.

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WOLFGANG PUCK'S KITCHEN

Long-life noodles for the Year of the Dragon

By Wolfgang Puck
Tribune Media Services

For me, food is the best way to celebrate just about any holiday. That is certainly true for the Chinese New Year celebration, which began this year on Monday, Jan. 23.

According to the Chinese zodiac, we're now entering the Year of the Dragon, a time of good fortune. So let's observe it by cooking a dish that represents a fortunate New Year for us all.

Noodles are traditionally served at Chinese New Year celebrations, with their lengthy strands representing long lives for those who eat them. So, whatever you do, take care not to cut your noodles when eating the recipe I share with you here. Instead, lift up several strands at a time with your chopsticks and take them into your mouth whole (it's OK to slurp!); or twirl them up western style on your fork, resting the end of its tines in the bowl of a spoon.

Lo mein are traditional Chinese wheat noodles, rounded strands similar to spaghetti. You'll find them dried in Chinese food stores or in the Asian foods section of most markets; but, for the sake of convenience, you should feel free to substitute spa-

ghetti. Whichever you use, be sure to precook the noodles only until al dente, tender but still slightly chewy, and then drain them; they'll continue to cook a bit when you add them to this stir-fry toward the end of cooking.

Speaking of stir-frying, that simple Asian cooking technique speeds the preparation the recipe. It helps to have a wok, which has a curved bottom, which maximizes the cooking surface. It distributes heat evenly, and promotes thorough tossing of the ingredients as you stir them continuously. Today, you can find woks with flattened undersides that enable them to sit stably on a Western-style stove burner; and there are also good electric woks that heat up perfectly to let you do the cooking on a countertop instead. In a pinch, though, you can also use a large skillet with curved sides.

All of the ingredients for this dish, adapted from a recipe developed at my Chinese restaurants, can be easily found in one trip to a well-stocked supermarket. Some of them also express a pan-Asian sensibility that extends beyond the Chinese kitchen alone. The ponzu, for example, is a traditional Japanese bottled condiment that combines soy sauce, rice vinegar, and citrus juice. (If you can't find it,

mix those three ingredients together to taste.) And then there's a more Western ingredient in the mixture, too: a few tablespoons of butter. Added along with the ponzu towards the end of cooking, it helps bind the sauce together and adds a touch of richness - just the thing you need for a dish to observe a prosperous New Year.

GARLIC-PONZU SHRIMP WITH LO MEIN NOODLES
Serves 8 to 10

- 2 pounds fresh large shrimp, shelled and deveined
- Salt
- Freshly ground black pepper
- 5 tablespoons soybean or vegetable oil
- 1 cup sliced fresh organic shiitake mushrooms
- 1 cup thinly sliced organic baby bok choy leaves
- 2 tablespoons minced fresh garlic
- 2 pounds lo mein noodles or spaghetti, cooked al dente following package instructions, drained
- 1 cup bottled ponzu sauce
- 4 tablespoons unsalted butter, cut into pieces
- 1/2 cup thinly sliced organic scallions

Preheat a wok or a large skillet over

high heat. Pat the shrimp dry with paper towels and lightly season them to taste with salt and pepper. Add 2 tablespoons of the oil to the wok and, as soon as the oil is hot enough to swirl easily and is giving off a thin haze, add the shrimp and stir-fry just until they turn pink, 2 to 3 minutes. Remove the shrimp to a strainer and set aside to drain off the oil.

Drizzle the remaining oil into the hot wok and, as soon as it is hot, add the shiitake mushrooms and the bok choy. Stir-fry just until their colors are bright and they are cooked al dente, tender but still slightly crunchy, 3 to 5 minutes.

Add the garlic and the noodles to the vegetables in the wok, separating the noodles as you do. Stir-fry until the noodles are heated through and the garlic is fragrant, 2 to 3 minutes. Return the shrimp to the wok along with the ponzu sauce and butter. Stir-fry, tossing well, just until the butter has melted and the sauce is hot and coats all the ingredients.

Transfer the mixture to a serving bowl or platter, arranging some shrimp attractively on top. Garnish with the scallions and serve immediately.

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Healthy Living

Need for vitamin D

A new study shows that low levels of vitamin D may retard recovery from spinal fusion surgery.

A bone builder

- The success of the surgery depends on the body's ability to form new bone to fuse spinal vertebrae
- Calcium is essential for good bone health, and vitamin D helps with calcium absorption; people with low levels are at risk for a condition that interferes with bone formation
- Vitamin D deficiency is treated by taking 50,000 units of the vitamin once a week for several weeks
- The minimum daily requirement for healthy people is 600 units; the main sources are sunlight, fortified dairy products, fatty fish and supplements

Source: Science Daily, MCT Photo Service
Graphic: Pat Carr



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PET WORLD

Chocolate can, indeed, be toxic for dogs and cats

Q: Is it true that chocolate is really bad for dogs? My dog got into some chocolate cookies several years ago but didn't seem to suffer any ill effects. Is this chocolate thing a myth? - G.D., Miami, FL



Steve Dale

didn't become ill. I'm not endorsing chocolate for any dog, but one small chocolate chip cookie is not as likely to cause problems for a large dog as it might for a smaller pooch. Also, baking chocolate and dark chocolate contains more theobromine than sweeter chocolates.

In any case, be careful about leaving chocolates or chocolate-laced goodies out for Santa. (He doesn't need the calories anyway.)

Q: Should I allow my cat to sip eggnog? I figure eggnog has lots of protein and my cat likes milk anyway. - S.H., Cyberspace

A: I'm not sure where the tradition of feeding cats milk began, but believe it or not, some cats are lactose intolerant. Since many can tolerate milk just fine, I suppose occasionally lapping up just a little (2 percent or skim) milk once in a while isn't so bad. But eggnog? This holiday concoction, especially the store bought variety, is loaded with sugar. Instead, give your kitty a welcome treat that's sugar free and nearly calorie-free: catnip.

PERSONAL NOTE

For 17 years, I've been answering your questions in this column. At the rate of about four questions and

answers per week, I've researched and replied to more than 3,500 queries! After combing through the pile, TMS editors and I have compiled and published two "best of" collections of questions about behavior problems in the ebooks "Good Dog!" and "Good Cat!"

With guidance, most behavioral issues can be solved. In these books, I answer common questions ranging from scratching and litter box indiscretions in cats to crate training for puppies, thunderstorm anxiety in dogs, compulsive behaviors, aggres-

sion and much more. There's even a chapter of offbeat queries. As a certified dog and cat behavior consultant, I provide many answers, but also enlist opinions from renowned experts in animal behavior. My hope is the answers will be helpful to many pet owners facing similar problems.

- Write to Steve at *Tribune Media Services, 2225 Kenmore Ave., Suite 114, Buffalo, NY. 14207. Send e-mail to PETWORLD@STEVE DALE.TV. Include your name, city and state.*

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Be in the know before you go

By Norm Franker

Social Security District Manager in Lawrence

We're in the dead of winter. In many areas of the country, that means that we could be in for some rough weather. When severe weather strikes, parents of young children are well aware that they need to check for school closings as they prepare for the day. But sometimes inclement weather can be severe enough to close down government buildings and offices as well — including Social Security.

If the weather outside is frightful, you should check our website before making a trip to a Social Security office. The place to go to find out about emergency office closings is www.socialsecurity.gov/emergency.

Social Security's office closings and emergency page provides information on specific offices that are closed due to weather and

emergencies, as well as reminders about upcoming Federal holidays during which government offices are closed.

The website also offers a link to a comprehensive list of Federal holidays throughout the year.

To the right side of the page, you'll find helpful resources from other government agencies, such as the Federal Emergency Management Agency (FEMA) and the National Weather Service. They can help you to prepare for weather emergencies before they happen.

We also provide information about alternatives to visiting an office, helpful even when offices are open. For example, many of our most popular services are available online at www.socialsecurity.gov.

Find out what types of benefits you may be eligible for by using our benefits eligibility screening tool and then apply online. If you are already getting benefits, you can use our website to sign up for direct deposit so that

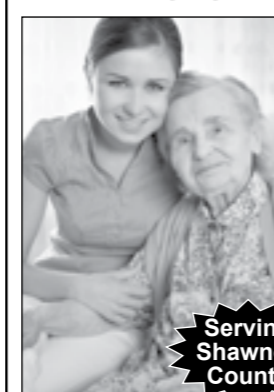
your payments won't be interrupted during weather emergencies. You can learn about these and other services available on our secure website by visiting our Online Services page at www.socialsecurity.gov/onlineservices.

If you'd like to be alerted to office closings, that's easy to do. Just visit www.socialsecurity.gov/emergency

and subscribe to the page by selecting the "Get email updates" link next to the red envelope. Then you'll get an email alert any time there is a change, such as an office closing.

Is the weather outside frightful? Never fear, Social Security service is always so delightful at www.socialsecurity.gov.

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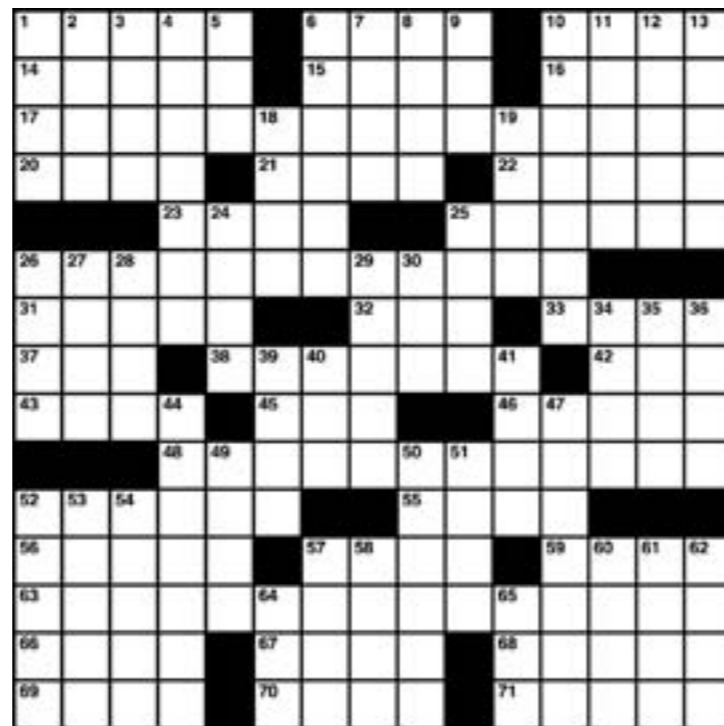
PUZZLES & GAMES

CROSSWORD

ACROSS

- 1 Cookie quantity
- 6 Partner of a mani, salon-wise
- 10 "Dancing Queen" group
- 14 Hawaiian hi
- 15 Neural conductor
- 16 Area outside the city, briefly
- 17 Rhetorical question on a sultry day
- 20 Appear to be
- 21 Illness suffix
- 22 Blood lines
- 23 Enjoy a chaise longue, say
- 25 Subtlety
- 26 Shellfish order
- 31 Striped cat
- 32 ___ polloi
- 33 Deck swabbers
- 37 Cavity fillers' org.
- 38 Pitcher's malady
- 42 Tennis do-over
- 43 "Sexual Healing" singer Marvin
- 45 Meaning of a wd.
- 46 Shrek's love
- 48 Off one's rocker
- 52 Boutonniere spots
- 55 Striped fish
- 56 Earthy tone
- 57 Lion's den
- 59 West Point, e.g.: Abbr.
- 63 What you're solving (in more ways than one, based on the starts of 17-, 26-, 38- and 48-Across)
- 66 Lottery-like game
- 67 Look at leeringly
- 68 Italian white wine
- 69 Original sin site
- 70 Carpenter's supply
- 71 U.S.-Canada defense acronym

- 7 Vet
- 8 Homer Simpson outbursts
- 9 Having one flat, musically
- 10 How lovers walk
- 11 Poker tournament entrance fee
- 12 Rodeo buckler
- 13 Nastily treatment
- 18 Slimy stuff
- 19 Latin egg
- 24 Writers Lowell and Tan
- 25 Neet rival
- 26 Party without women
- 27 Exclamation with a flourish
- 28 Cybermarketplace
- 29 Master slicers and dicers
- 30 Hawaii's Mauna ___
- 34 Scads
- 35 Russo of "Get Shorty"
- 36 Marquee luminary
- 39 Las Vegas numbers
- 40 "The Crying Game" actor Stephen
- 41 Advanced degs. for writers
- 44 "Nature" author
- 47 "What craziness!"
- 49 Brewpub pints



- 50 Tolerated
- 51 Heavenly music maker
- 52 "Social contract" philosopher John
- 53 Like a big landowner
- 54 Call up
- 57 Nike's Swoosh, e.g.
- 58 Folk singer Guthrie
- 60 Drug kingpin
- 61 Edison's middle name
- 62 Ownership document
- 64 "Golly!"
- 65 Mil. branch with ships

PUZZLES & GAMES

BRIDGE

Cut off at the pass

By Tannah Hirsch
Tribune Media Services

Both vulnerable. South deals.

NORTH

- ♠-J 6 5 3 2
- ♥-A 7 4
- ♦-9 5
- ♣-6 4 3

WEST

- ♠-9 8 4
- ♥-K J 9 6
- ♦-10 7
- ♣-10 7 5 2

EAST

- ♠-A Q 10
- ♥-Q 10 2
- ♦-8 6 4 3 2
- ♣-A 8

SOUTH

- ♠-K 7
- ♥-8 5 3
- ♦-A K Q J
- ♣-K Q J 9

The bidding:
 SOUTH WEST NORTH EAST
 1♦ Pass 1♠ Pass
 2NT Pass 3NT Pass
 Pass Pass

Opening lead: Two of ♣

Sometimes, you can get your opponents to do your work for you. More often than not, you have to do it yourself. Consider this deal.

Since you do not need any help from the defenders to set up your diamond suit, you choose to open one diamond

rather than one club. Partner responds one spade and your jump to two no trump shows 18-19 points. Partner was over-impressed by his "robust" five-card major and puts you in game.

Your tactic of opening one diamond pays off immediately when West, reluctant to lead from his heart tenace, elects to start matters off with a club lead. You now have eight tricks, and the only chance for a ninth is to score the king of spades. Reluctantly, you decide there is little chance that you will be able to get the opponents to break the suit for you, so you will have to use the ace of hearts as the entry to lead a spade to the king.

That runs a risk that the opponents will be able to collect three hearts and two aces before you have a chance to get your ninth trick. Only one distribution will permit you to get home - you must find East with no more than three hearts and the ace of spades.

East wins the first trick with the ace of clubs and returns the eight. You win and must duck a heart. Suppose East wins and shifts to a diamond. You win and duck another heart! Now when you win the next trick you cross to the ace of hearts and lead a spade. As the cards lie, you must score the king for the fulfilling trick.

- Tannah Hirsch welcomes readers' responses sent in care of this newspaper or to Tribune Media Services Inc., 2225 Kenmore Ave., Suite 114, Buffalo, NY. 14207. E-mail responses may be sent to gorenbridge@aol.com. © 2012 Tribune Media Services, Inc.



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* 1989 circulation average for the Topeka Capital-Journal is from the Audit Bureau of Circulations for six-month period ending 3/31/1989. 2004 circulation average for the Topeka Capital-Journal is from the Audit Bureau of Circulations for six-month period ending 9/30/2004. 2011 circulation average for the Topeka Capital-Journal is from the Audit Bureau of Circulations for six-month period ending 9/30/2011.



SUDOKU: Fill in the grid so that every row, every column and every 3x3 box contains the digits 1 through 9 with no repeats.

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JUMBLE THAT SCRAMBLED WORD GAME
by Mike Argison and Jeff Krusk

Unscramble these four Jumbles, one letter to each square, to form four ordinary words.

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BROEP
TUCLED
NIMPED

Now arrange the circled letters to form the surprise answer, as suggested by the above cartoon.

A: " " AN

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TIME LIMIT: 25 MIN

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Answers to all puzzles on page 34.

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Department notifies customers of information breach

The Kansas Department on Aging (KDOA) is attempting to notify customers of a potential breach to their personal and protected health information. On January 12 a laptop computer, flash drive, and paper files were stolen from a secured vehicle used by an employee in Wichita, Kansas. The files, which contained personal and protected health information, primarily involved customers located in Sedgwick, Harvey, and Butler counties. The theft was immediately reported to the Wichita Police Department and the Kansas Department on Aging continues to actively work with the police in this matter. To date the stolen laptop, flash drive, and paper files have not been recovered. At the present time there is no evidence to indicate that the information has been accessed and misused.

The stolen data and documents may include full customer names, complete addresses, dates of birth, social security numbers, gender, in home services program participation information, Medicaid identification numbers, case management location and case manager names and telephone numbers. No banking, credit card, or driver license information

was involved. All involved customers identified will be sent an individual letter explaining the situation and the department has attempted to notify those customers whose social security numbers were compromised by phone.

Customers are encouraged to check the KDOA website at www.aging-kansas.org for information which will be posted as it becomes available. Customers and other interested persons may also contact KDOA by telephone without incurring charges at 1-855-477-0395.

"We are immediately reviewing policies and procedures relevant to information security, especially for those employees whose duties require travel off-site to prevent a similar situation from reoccurring," stated Secretary Shawn Sullivan of the Department on Aging. Customers can take additional action to protect themselves:

Some state laws allow customers to place a security freeze on their credit reports. This would prohibit a credit reporting agency from releasing any information from a credit report without the customer's written permission. Customers may also order one free copy of their credit report

every year from each of the three major credit bureaus listed below. In addition, customers may place a fraud alert on their credit reports to help prevent someone from opening additional accounts in the customer's name or changing an existing account.

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PO BOX 740250
Atlanta, GA 30374
(800) 685-1111
Equifax.com

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Allen, TX 75013
(888) 397-3742
Experian.com

Trans Union Corp.
Fraud Assistance Division
PO Box 6790
Fullerton, CA 92834
(800) 916-8800
TransUnion.com

Customers are advised to carefully review all of their bills and report anything suspicious to the companies involved. If a customer believes that someone has made use

of information without permission, they may contact their local police department. Customers should not give out any personal information to people they don't know, especially those who call them on the telephone, regardless of whom the callers claim to be or what they may claim to already know about a customer.

CROSSWORD SOLUTION

B	A	T	C	H	P	E	D	I	A	B	B	A	
A	L	O	H	A	A	X	O	N	B	U	R	B	
H	O	T	E	N	O	U	G	H	F	O	R	Y	O
S	E	E	M	O	S	I	S	V	E	I	N	S	
L	A	Z	E	N	U	A	N	C	E				
S	T	E	A	M	E	D	C	L	A	M	S		
T	A	B	B	Y	H	O	I	T	A	R	S		
A	D	A	S	O	R	E	A	R	M	L	E	T	
G	A	Y	E	D	E	F	F	I	O	N	A		
M	A	D	A	S	A	H	A	T	T	E	R		
L	A	P	E	L	S	B	A	S					
O	C	H	R	E	L	A	I	R	A	C	A	D	
C	R	O	S	S	W	O	R	D	P	U	Z	Z	L
K	E	N	O	O	G	L	E	S	O	A	V	E	
E	D	E	N	W	O	O	D	N	O	R	A	D	

SUDOKU SOLUTION

3	5	2	8	7	6	4	9	1
6	1	4	3	9	5	8	2	7
9	7	8	4	2	1	6	5	3
1	8	9	6	4	2	7	3	5
4	2	5	7	8	3	1	6	9
7	6	3	1	5	9	2	4	8
8	9	6	2	3	7	5	1	4
2	3	7	5	1	4	9	8	6
5	4	1	9	6	8	3	7	2

SCRIBBLE BRAND GRAMS SOLUTION

A	P	P	E	A	S	E	RACK 1 =	61
P	O	S	H	E	S	T	RACK 2 =	63
R	E	S	U	R	G	E	RACK 3 =	58
T	I	N	I	E	S	T	RACK 4 =	57
I	N	V	O	L	V	E	RACK 5 =	89
PAR SCORE 290-260							TOTAL	328

JUMBLE ANSWERS

Jumbles: TRAIT PROBE
DULCET IMPEND

Answer: Eating lunch on the sidewalk can do this -- "CURB" AN APPETITE

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