

Family Clippings

News From The Home Office



Halloween Hilarity!

Maybe you can recognize some of these Home Office employees celebrating Halloween but you'll need help to identify two or three. Standing, left to right, Lois Ward, Stacey Kies, Belinda Harger, Donna White, Kristy Reynolds, Cyndi Pannkuk, Julie Chapman and Mark Rader; kneeling, John Margeson and Terri Smart.



What Glee To Be Three!

All decked out in full princess attire, Samantha Ward, granddaughter of Lois Ward, S. E. T., celebrated her third birthday in October in royal fashion.



The Bells Rang In October!

Payroll Specialist Kristy Zeimen became Kristy Reynolds on October 4 when she married Todd. Our congratulations to the newlyweds!

The Bells Rang 43 Years Ago!

Best wishes to Receptionist Donna White and her husband Jim who celebrated their 43rd Wedding Anniversary on November 18.



A Tiger On The Prowl!

Holt Margeson, son of Vice President John Margeson, is ready to pounce on this fumble for his Valley Tigers team. Valley High School, West Des Moines IA won the state championship for the second year in a row, beating Washington High School, Cedar Rapids IA. Holt, a senior, started for the Tigers at defensive end.

Merry Christmas from the Home Office



70
Years
1933-2003

Our Family Tree

A Newsletter For The Employees and Friends Of Wright Tree Service

VOLUME 9
NUMBER 3
WINTER, 2003

A Christmas Message

Editor's Note: This Christmas Message was written by John Wright for the holiday newsletter in 1995. We thought it would be a fitting tribute to John's memory to reprint it as we close out our 70th year.

Several years ago, I came across a short essay called "The Station", by Robert J. Hastings. I have seen it or heard reference to it many times since. Perhaps some of you are familiar with it as well. However, at Christmastime, as well as the beginning of a new year, the words take on renewed meaning and evoke the need for reflection and a sense of peace for me. I hope you enjoy it as much as I have over the years.

"Tucked away in our subconscious is an idyllic vision. We see ourselves on a long trip that spans the continent. We are traveling by train. Out the windows we drink in the passing scene of cars on nearby highways, of children waving at a crossing, of cattle grazing on a distant hillside, of smoke pouring from a power plant, of row upon row of corn and wheat, of flatlands and valleys, of mountains and rolling hillsides, of city skylines and village halls.

"But uppermost in our minds is the final destination. On a certain day at a certain hour, we will pull into the station. Bands will be playing and flags will be waving. Once we get there, so many wonderful dreams will come true and the pieces of our lives will fit together like a completed jigsaw puzzle. How restlessly we pace the aisles, damning the minutes for loitering - waiting, waiting, waiting for the station.

"When we reach the station, that will be it' we cry. 'When I'm eighteen.' 'When I buy a new 450 SL Mercedes Benz.' 'When I put the last kid through

college.' 'When I have paid off the mortgage.' "When I get a promotion.' 'When I reach the age of retirement, I shall live happily ever after.'

"Sooner or later, we must realize there is no station, no one place to arrive at once and for all. The true joy of life is the trip. The station is only a dream. It constantly outdistances us. 'Relish the moment' is a good motto, especially when coupled with Psalm 118:24: 'This is the day that the Lord hath made; we will rejoice and be glad in it.'

"It isn't the burdens of today that drive us mad. It is the regrets over yesterday and the fear of tomorrow. Regret and fear are twin thieves who rob us of today. So stop pacing the aisles and counting the miles. Instead, climb more mountains, eat more ice cream, go barefoot more often, swim more rivers, watch more sunsets, laugh more, cry less. Life must be lived as we go along. The station will come soon enough."

Each of us is on the train, traveling on our journey, whether we want to be or not. But more importantly, our family, friends and co-workers are on the train with us. The Christmas season is a perfect time to make their journeys more enjoyable, too. If we take Robert Hastings' advice on how to make our journey more rewarding, we will unquestionably make the journey of those close to us more rewarding, as well.

Our stations may be different...our destinations near or far. But for now, we're on the same train. Best wishes to you and your families for a joyous holiday season.

John R. Wright

If you have access to the Internet, you can visit us at: <http://www.wrighttree.com>

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News from our Branches

CENTRAL

Happy In Hawkeye-Land

A MidAmerican Energy customer in Iowa City IA extolled a WTS crew for cutting down a tree for her that posed a potential problem with the power lines. In her letter to MidAmerican, the customer wrote: "These two men were very professional in their work, cleaning up every branch and raking up all the debris, completing the job in a quick and efficient manner. While one was in the tree, the other always watched below to make sure the area was clear before a branch was dropped. They were an excellent example of a team working together. I hope all of your crews work together as well as this one." Congratulations to **Foreman Dean Davolt** and **Trimmer Tom Moore** for making such a great impression on this customer. **Doug Hansen** is their **General Foreman**.

More Praise From Iowa City

Another MidAmerican Energy customer in Iowa City IA phoned in her praises for a WTS crew. The customer attested that she received "magnificent service" after she requested that her trees be trimmed. She mentioned that the crew was thoughtful, considerate, courteous and caring and the cleanup was done in a professional manner, much better than she had expected. The customer was so thrilled, she went outside to get the names of the crew members so she could provide them to the utility. They were **Foreman Chuck Boesenberg** and **Trimmers Tom Moore** and **Ryan Johnson**. Thanks to this exemplary trio and their **General Foreman Doug Hansen** for representing WTS in this outstanding way!

She Loves MidAmerican Energy!

Ardie Perrin, who works in the Call Center for MidAmerican Energy in Davenport IA, received a call from a very satisfied customer of the utility. The customer was high in praise for the utility's forester, Dennis Haack, and to **WTS Foreman Steve Richey**. "What a difference you two have made in her

life," Ardie reported. "Because of the two of you, she loves MidAmerican Energy!" Steve and **Trimmer Richard Wright** had trimmed a tree for the customer at Dennis' request. The customer also mentioned that the crew was cordial, courteous and respectful. "Great job!" was Ardie's final comment and we totally agree. Steve and Richard's **General Foreman** is **Jim Bruner**.

Encore For Steve And Richard Foreman Steve Richey and Trimmer Richard Wright

were on the receiving end of two more compliments from MidAmerican Energy customers in Davenport IA. One of the customers went online to express her gratitude. "They were very respectful, professional and did a great job of cleaning up" were the words she used to sum up her satisfaction. Thanks to the utility's James Puentes for sharing these commendations with us. **Jim Bruner** is the crew's **General Foreman**.

Flick Responds Quick!

Reporting that the "top of a tree had snapped and was leaning over the neighbor's lines," a MidAmerican Energy customer in Hillsdale IL got prompt action. With MidAmerican's trouble crews tied up on outages, a WTS crew was called in. The tree was removed and the work was completed in less than twenty minutes after the crew arrived on the scene. The customer was so impressed, he notified the utility to make sure "these servicemen were thanked." MidAmerican's James Puentes has already thanked the crew so we'll just pass along our high fives to **General Foreman Ray Flick** and his crew, **Foreman Tim Kisner** and **Trimmers Jacob Fruh** and **Sam Russell**.

Accolades For Mitch!

Eric Berg, Community Forestry Coordinator for the Kansas Forest Service, wrote **WTS General Foreman Mitch Frye** and thanked him for his assistance in a Training Course sponsored by the Kansas Arborists Association. Mitch, along with several other WTS employees, "were, as always,

very professional, engaged in class discussions, and very helpful and patient in assisting students with their knots," according to Eric's letter. Next year's training course is already being planned and, as you might expect, Mitch will be called upon again for his assistance. Thanks, Mitch, to you and the rest of your instructors for going this extra mile for WTS and the tree industry.

A Lot To Celebrate!

Congratulations to **Foreman Doug Vondal** and his wife Delorse who celebrated their 25th Wedding Anniversary on December 16. On the same day, Doug also became "40 something" and his father-in-law became "70 something."

NORTH

What More Could We Ask For?

"Thanks for the great work you continue to do for our customers. I am proud to be associated with all of you. Work safe!" That was the written comment of Jeff Treu of WE Energies on a letter from one of the utility's customers in New Berlin WI. The customer wrote: "We would like to let you know about two crews of Wright Tree Service who were trimming trees in our neighborhood. They conducted themselves in a very professional manner and, above all, made certain that the property was as clean and free of any branches or leaves as it was prior to their trimming. They were courteous and also protective of other trees, shrubs and fences. WE Energies and yourself should feel very confident that their quality of work meets all expectations of the standards of work you and WE Energies advocate." Thank you, Jeff, for your comment and for sharing this fantastic letter with us. We are proud of the exceptional work ethic of these two crews – **Foremen Jeff Peters** and **Boyd Rasmussen**; and **Trimmers Jon Davies**, **Larry Hoskins**, **Clint Lashley** and **Troy Webster** – and their **General Foreman, Joe Schulz**.

Doing Our Part

Dale Konieczka, System Forester for WE Energies, wrote **WTS President/CEO Scott Packard**, expressing his gratitude for five of our employees who helped staff the Forestry display. The display was part of WE Energies' Energy Park at the Wisconsin State Fair. The exhibit's overall purpose was to promote electrical safety and conservation. WTS employees participated in safety skits and provided tree planting information for the visitors as part of the Forestry display. Dale's letter concluded: "The communication skills and enthusiasm of these WTS employees are appreciated." Those who participated in this worthwhile public service activity were: **Foremen Jay Allen**, **Mike Euteneier**, **Chris Goral** and **Mike Suprenand**; and **Trimmer Tony Vincent**.

Our Deepest Sympathies

We regret to report that **Trimmer Ed Koester's** father, Larry Koester, died in October. Our sincerest condolences to Ed and the family.

DIVISION 45

A Class Act!

A customer of Lansing Board of Power and Light was so impressed with a WTS crew's actions in Lansing MI that he wrote Pete Baker, the utility's Forester. Here's the story: The customer's father had just passed away that morning and a hearse was approaching the house where the men were trimming. At the sight of the hearse, the crew stopped what they were doing and didn't resume this work until the hearse had left. In his letter to Pete, the customer wrote: "They didn't know him, didn't know who he was or anything. They just waited out of respect before they resumed their work. I would like for you to know that those three guys are great gentlemen. I thought they showed tremendous respect." We totally agree – you're truly a class act, men. The crew was made up of **Foreman Gerald Correll** and **Trimmers Felix Franco** and **Jason Green**. Their **General Foreman** is **Aaron Lorrigan**.

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ISA Re-Designs Its Logos For More Consistency

The International Society of Arboriculture recently announced a new set of logos that use the ISA mark consistently and cohesively. Before now, all of the logos had different looks and colors. Now the logos look like they are all part of the same family. The society created the new set of logos to establish an identity that people can recognize as the mark of professional tree care. With so many WTS employees certified by ISA, it is important to learn the placement of the patches on the shirt. The membership patch should be sewn on the right shoulder of the shirt. The Certified Arborist patch should be sewn on the left side of the shirt, followed by the Certified Tree worker patch, Utility Specialist patch and the tree climbing Championship patch (not shown) in that order.



Taking A Rake Break!

A community relations group from Westar Energy, Olathe KS teamed up with United Way to clean up an elderly person's yard. WTS contributed a truck and a driver, **Foreman Bill Crowell**, Central Division, to help haul away the debris. Bill, standing, third from right, is shown here with the volunteer rakers.

(continued from page 3)

SOUTHWEST

Helping Tulsa Grow!

The Tulsa OK Metro Chamber recognized Wright Tree Service for its dedication to the Tulsa business community. "Your additional investment in the Chamber's program of work allowed us to continue to provide leadership, research and additional resources to the Vision 2025 bond proposal, bringing it successfully to Tulsa County voters," read a letter to **Scott Bloch, Supervisor/Residential**. The division also received a plaque naming Wright Tree Service as an Economic Development Champion. Congratulations to the Southwest Division for taking an active role in its home-based community.

MT. STATES

Mission Accomplished!

"The Vegetation Management team in Colorado is pleased to announce that, after 12 years of effort, 100% of the Colorado distribution system is now on appropriate cycles of line clearance maintenance!" That was the emailed announcement from Jim Downie, Xcel Energy's Director of Vegetation Management, to **Division Manager Kirk Schuster** and to the other companies and individuals involved in this major achievement. Jim paid particular tribute to **General Foremen Frank Cordova, Jim Swisher and Tom Wipf** who have led the work on the east side of Denver CO and all areas north and east. We congratulate Jim in reaching this momentous goal and take pride in the fact that WTS played a part in this huge accomplishment.

Three More On Board!

We join WTS Forester **Denis Green** in welcoming **Andrew Lopez** to the Woodland Park crews; and **Shawn Kliewer** and **Steve Larson** to the Conifer crews.

MINNKOTA

Happy To Pass It On!

Brad Sylliaasen, Manager, Gas/Electric Field Operations for Xcel Energy in Fargo ND, emailed **General Foreman Mike Harris** "just to let you know that the folks in Fargo are doing a great job. I have had several times where we have needed their assistance and they went out of their way to make sure we were taken care of. We are very fortunate to have these folks working here in Fargo, as well as you in Sioux Falls. Please pass on our appreciation to the guys in Fargo." We're only too happy to pass on this commendation to **Job Planner Robert Kappelhoff, Foremen Richard Crowell and Keith Gummeringer and Trimmers DeWayne Pfau and Ron Royal**. Keep up the good work, men. A pat on the back also to their General Foreman Mike Harris.

Bravos From Burnsville!

A Burnsville MN customer of the Dakota Electric Association wrote the utility's John Ginther of his complete satisfaction with the work of a WTS crew who removed trees adjacent to his property that were creating a potential problem with the power lines. "They were thorough, efficient and business-like throughout the entire job, including a thorough cleanup at the end of the day," the letter stated. "They answered my questions courteously and completely. In sum, they were not only efficient and business-like, but also a distinct public relations asset to both Dakota Electric Association and Wright Tree Service." Take a bow, **Foreman Matt Erickson** and **Groundman Jim Bauer** and thank you for representing WTS so superbly. Their **General Foreman is Bob Lien**.

Short - But Sweet!

Erica Oreskovich of Excel Energy emailed **General Foreman Bob Lien** regarding a phone call from one of the utility's customers who said WTS "did a fantastic job trimming his tree." **Foreman Geoffrey Spina** and **Trimmer Tom Gamble** can take credit

for pleasing this customer. Nice work, guys!

A Letter From Bob Lien

"On September 21, 2003 I lost my father of forty-seven years. I have never lost a family member before my dad. Although it is difficult, my family and friends have helped me through it. I want to thank Wright Tree Service and Xcel for all the wonderful support you've given my family and me. It was really thoughtful and means a lot to us. Sincerely, **Bob Lien**." We're sorry for your loss, Bob. You and your family are in our thoughts and prayers. Bob is a **General Foreman**.

And Baby Makes Three!

Trimmer DeWayne Pfau and **Amy Senger** are the proud parents of **Greta Meghan** who was born last June. We hope DeWayne sends us a picture because the one he sent with the email was in a format that couldn't be opened here.

**The Results
Are In!
873**

**EMPLOYEES QUALIFIED
FOR THE SAFETY
INCENTIVE AWARD**

**During The Fourth Quarter
Of Last Fiscal Year
(7/03 - 9/03)**



FROM THE Treetop

How It All Began ... (Part II)

Editor's Note: In the last issue of Our Family Tree, we reprinted the first years of Wright Tree Service history as written by our founder, John L. Wright. John started to write this history in 1966, thirty years after WTS started in business. The first installment covered the years from 1933 to 1942. Part II, written in 1967, begins in 1943 and ends in 1950, the last year John recorded our history as far as we can determine.

1943 was a year devoted mostly to private work inasmuch as help was hard to obtain and our private work customers kept us pretty busy throughout the year. John Hines, remembered by some of you old timers, started during this year. We did do some line clearing for the telephone company late in the year together with private work including transplanting a number of large trees. We continued to grow during this year, but not very much.

As we mentioned, we were doing line clearing for the telephone company the latter part of 1943. We continued on in to 1944 and, as a matter of fact, started clearing for the power companies. 1944 was a year of considerable growth. We were making calls over a rather wide area of the state and doing both power and telephone work.

We increased our equipment from one truck to five or six but all of them were, of course, in the used category as new trucks were impossible to buy. The standard equipment was a one-man saw or "bull saw," a two-man cross-cut saw, pruning saw or "skinning saw," paint pot, bull rope, skinning rope, and pole pruners. Of course, an axe or axes were present on all crews and if there were any stumps to remove, there were plenty of spades and shovels as the stump diggers we know today were unheard of.

Next time we will review some of the other highlights of 1944.



*John L. Wright
(1909 - 1982)*

Several rather interesting things happened in 1944. As we told you, we were more or less on the increase. A man by the name of Merle Guffey, who some of you will remember, came in 1944. George Garner, killed in 1946 in a train and truck collision also came this year. Fred Manning (originally started in 1939) recalled by many of you, returned in 1944. John DenAdel started during this year. Most of you who knew John were probably aware that he was killed in an airplane accident several years ago near Mankato, Minnesota. He was in the insurance business having left our employ in 1949. Jack Caves, Jim Pierce, Buck McEwen are all names possibly familiar to some of you.

Early in the year of 1944, while we were short of help, we would work four days a week for the power company in Oskaloosa and two days a week for the telephone company in Des Moines. Later this year, as other people entered our employ, we had crews operating in both Oskaloosa and Des Moines.

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We bought an old army reconnaissance car, a four-wheel drive vehicle of which we were very proud. It was hard to keep running, but vehicles were extremely hard to come by during the war years and we were grateful for anything with four wheels. We mentioned in the last letter that we had added to our fleet. The reconnaissance car was, of course, one of these vehicles and, in addition, we purchased a 1932 Ford V-8! Not only used but well used, we might say. Along about this time we also bought a 1935 and 1936 Ford.

1945 was a welcome year to all of us. Early in the year there were rumblings that the war in Europe might soon be over and this as you might recall came about on May 7, 1945 and on August 14, 1945 the war with Japan was brought to a close.

During this year we were able to welcome back Bill Inman, Bill March, Dick Ruth, as well as several other new men entering our employ for the first time.

During the year of 1945 we were able to find and purchase two new trucks. Our line clearing operations expanded to quite an extent. By the year's end we were operating quite a large number of crews, at least large to us at that time. Of course, many of the war time shortages were still with us, but the clouds were beginning to break up and we could begin to see a little blue sky.

By and large we were still using the same old methods as this was prior to the time of any equipment we consider today.

You will note that our tree is still growing and has finally begun to well establish a root system.

1946 was a year that by and large brought forth noticeable and satisfactory growth in our operations. As we recall, and we are doing this from memory, some of the people that came that year might be remembered by some of the "old timers," Dick Inman and Dean Balliett returned from the armed forces. Entering our employ for the first time were Les Piper and Harold Johnson.

We would take special note that George Springer came the year of 1945 and should have been mentioned in our last month's Newsletter. As a

matter of fact, we believe that George has been here longer than any other employee on a continuous basis.

There are many other names that have slipped from my memory that I know would be of interest to some of you. As a matter of fact, should some of you be interested in submitting names of old time employees no longer with us, we would be very happy to have you do so. Also, in case we fail to mention some names, please do not hesitate to write in and call this to our attention as we do not wish to overlook anyone.

We spread out into several other areas not previously covered by our operations and, as we said, 1946 by and large was a good year.

P.S. We have several copies of the article, "Public Relations in Arboriculture" found in the Arborist's News, March 1967. Some of you have already received a copy, but if you have not and desire a copy, let us hear from you.

1947 found us spreading into a number of different areas. We began to form districts and started operating to a certain extent on this basis.

According to our records, and this will be taken up elsewhere in the Newsletter, the year 1947 and possibly the final very few months of 1946 saw the following employees starting with us: Lawrence Bingham, Stanley Maddy, Ken Olmstead, Bill March and Delbert Horney. Look elsewhere in this Newsletter for a request for very important information regarding years of service.

We also failed to mention last month that our first chain saws were operated in 1946. These were the old 2-cylinder two-man Disston. They were equipped with the old scratcher type chain and when I say two-man, I must say this advisedly because looking back on this saw, I can see that two men really had a lot to carry. We saw an advertisement in an Omaha paper and drove out there and bought two or three saws. Regardless of their bulkiness, I must say they were an improvement to the cross-cut.

We were beginning to collect the nucleus of a very fine organization and looking back over the past 20 years, I sincerely feel we have made strong progress. New trucks were becoming less of a problem in 1947.

We were concentrating on no particular make or model but bought Federals, Fords, Chevrolets, Dodges, Studebakers, GMCs or what have you.

1948 was a continuation of 1947 in many respects. We continued to spread into other areas. About this time Dean Balliet and Dick Inman began to drive the various areas together with Bill Inman and myself.

I have nearly forgotten the exact date, but in either 1947 or 1948 we did our first spraying with herbicides or 24D. It was not until a little later that the brush killer, as such, came on the market. As a matter of fact, we were told at the time that 245T was originally refined from the product as an impurity and later found to have certain qualities of killing brush not present with straight 2-4D. Thereafter, we started getting chemical with both 2-4D and 2-45T.

I believe we got our first McCulloch chain saws in the fall of 1948. We had purchased a few Malls from Power Equipment Company in St. Paul when they switched over to McCulloch. We went along with them and became one of the very early dealers for McCulloch in the State of Iowa. Other chain saws were beginning to appear on the market and we now had a choice to some extent. However, you will recall that McCulloch was the first one to digress from the old scratcher type chain.

The following people who are still with us, started during this year: Jim Crawford and Landon Wymore. If we have missed any names, we would appreciate hearing from you in order that we might make proper corrections.

1949 was a year of continued growth; however, nothing unusual is recalled by the writer during this period of time. We, of course, were using chain saws by this time in rather large numbers.

1950 was a continuation of the same pattern. However, in the latter part of 1950 we submitted a proposal to our customers and they accepted – whereby we cut our hours on the job from 60 to 45. We were told that we were one of the very first tree contracting companies to cut from the long standing 60 hours per week.

We did try a little aerial spraying in 1949, but that did not prove very successful and we were not long in

getting away from this type of work.

In 1950 we divided our areas into more definitive Districts with Bill Inman and Floyd Lister driving East and Northeast, Dick Inman and Bill March driving North and Northwest and Dean Balliet and Landon Wymore driving the Western area which at that time consisted of Western Iowa, Nebraska, a small corner of Missouri and Western South Dakota.

We also installed our first group coverage insurance in 1949. Looking back at the benefits at that time, I must admit they didn't look very high, but for that period they were adequate.

According to our records, Melvin Carter, Chuck Waldron and Martin Woodmansee came to work in 1949 and Dean Otteman, Jerry Wymore, Carl During, Don Poulson and George Vanderflute came to work in 1950.

We will look forward to seeing most of you at the various District dinners this coming fall.

Way Back Then. . .

Wright Tree Service closes out its 70th year this month. Here are just a few thoughts about what was happening 70 years ago in 1933:

- You could mail a letter for 3 cents.
- Automatic defrosting refrigerators came on the market.
- Washable wallpaper was "in."
- Long distance calls cost 25 cents for 25 miles
- Del Monte was in the coffee business.
- Cork-tipped Raleigh cigarettes sold for 15 cents a pack.
- Jean Harlow advertised chewing gum.
- Boys wore "knickers."
- \$1.00 could feed a family of three for a day.
- Paper towels on a roll were introduced (with an explanation explaining the perforations!).
- ... and John L. and Harriet Wright started Wright Tree Service!





**Suggestion Box Note:
One Crane?**

Thanks to Pete Burkett, Southwest Division/ Residential, for sending us this dramatic picture. Removing a dead elm tree of this size – usually a 2 1/2 day job – was wrapped up in a half day by using a crane which was sub-contracted. Foreman Mark Harwick is in the bucket and Trimmer Jeff Glass cleans up debris on the ground. Foreman Aaron Forest and Trimmer Clay Bishop, not pictured, also helped out on the job.



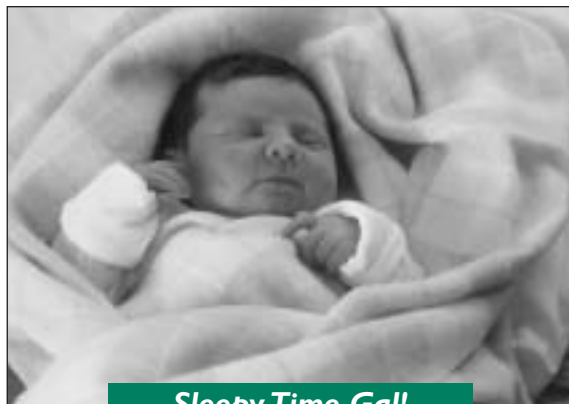
“Well, Bow Me Down!”

General Foreman Doug Hansen, Central Division, landed this impressive buck in October with bow and arrow.



**Does She Know
About Winter, Ken?**

General Foreman Ken Venzke, Minnkota Division, and his bride, Rosanna nee Pinder, were married in September on a small island in the Bahamas called Spanish Wells, Rosanna’s home. The couple is building a new home in Parkers Prairie MN.



Sleepy Time Gal!

Trimmer Adam Hampton, Division 45, is the proud father of this new baby girl, born in October. The newborn’s name is Xandra Michelle.



**Tossed For A
Loop?**

Wenda Li from Ontario won first place in the Women’s Throwline Event at the ISA Montreal 2003 Conference & Trade Show which included the International Tree Climbing Championship. The event was sponsored by Wright Tree Service. Congratulations to Wenda!

S.E.T.



**Five Divisions Win Annual
Turkey Safety Challenge!**

Congratulations to Central, North, 45, Minnkota and Mountain States Divisions for working accident-free during the designated two-week period of the annual Turkey Safety Challenge. We regret a vehicle accident on the last day of the challenge eliminated Southwest Division.

According to last year’s incident rate, the company should have had 15 accidents during the two week period. We had nine in the two weeks following the challenge. You are all to be commended on the effort you have made to reduce accidents. The average incident rate for our industry is around 12. A rate of 12 means that, for every eight employees working for a year, one of them will have an accident. Last year our incident rate was 11.42.

Check Your Check Envelope!

Your weekly payroll check often contains assorted informational inserts. These inserts contain a variety of information, e.g., the Butterball turkey certificate from the annual Turkey Challenge. Pesticide licenses and licensing renewal information are often included, as well as inserts from the Human Resources and Benefits departments. It’s a quick, convenient and cost-effect method of getting important information to you. Please take time to always check your check envelope – for more than your check!

Congratulations!

To
General Foreman Will Porter,
Central Division, for successfully completing the ISA Certified Arborist/Utility Specialist examination.

To
**Foremen Lorimer Christianson
and Mike Christianson,**
Central Division, for successfully completing the ISA Certified Tree Worker examination.

To
General Foreman Travis Hurst,
Division 45/Indianapolis, for successful completion of the Dale Carnegie program.

The Persuasive Power Of Porter!



Imagine working all day away from home and returning to your motel for an evening training program? Get serious, right? **General Foreman Will Porter** forged ahead with his plan to do just that, however, and arranged with the motel to get a room for the evening sessions. Will’s persuasion and salesmanship paid off big time. He wound up 100 percent attendance at his nightly training sessions. Hats off to the following employees for devoting their normally “free time” evening hours to training. They are: **Robert Allen, Matt Edwards, Nick Rosenboom, Mike Christianson, Jeremy Fox, Charles Dock, Terry Harris, Jason Nation, James Blake, Jeremy Smith, Rick Good, Heath Huff and Shawn Blanchard.**

BENEFITS

14 Ways To Treat Back Pain

Feeling discouraged about your aching back? Hang in there – relief may be closer than you think. If you've been to the doctor but can't seem to get that pain under control, here are 14 tried-and-true ways of coping. One – or more – just might be right for you.

1. GET OUT OF BED

It's time to retire one of the age-old remedies for back pain – lengthy bed rest won't help your back heal. In fact, lying around for longer than a couple of days just might make things worse. After a while, the muscles in the back will start to weaken, setting you up for even more pain. A report in the *New England Journal of Medicine* recommends limiting bed rest to just a day or two. If lying down doesn't feel good, don't even bother with one day. You have more important things to do – like get better.

2. KEEP MOVING

Even if your back hurts a little, try to stay somewhat active. You may not be ready to move furniture or play basketball, but you can wash the dishes, walk around the block, or engage in slow, gentle exercises like yoga or t'ai chi. Most people find that regular activity eases their pain and puts them on track for a quicker recovery. One note of caution: If any exercise or activity makes your pain worse, stop doing it immediately.

If you have chronic back pain, your doctor or physical therapist may recommend exercises to strengthen your back muscles. These exercises can ease lingering back pain and help prevent future episodes.

3. AVOID STRAIN

As long as your back hurts, avoid any bending, twisting, or heavy lifting. If you do have to lift something, let your legs do the work – those muscles are much stronger than the ones in your back or arms. Keeping your feet shoulder-width apart, bend at the knees and squat while holding your back straight. When you're level with the object, hold it as close as possible and push up with your legs.

4. TAKE TWO ASPIRIN (AND FEEL BETTER IN THE MORNING)

Don't let this drug's unassuming reputation fool you: Aspirin is powerful medicine for back pain. Other over-the-counter pain relievers such as ibuprofen (Advil), naproxen (Aleve), and acetaminophen (Tylenol) can also bring relief. If you're still in pain after a week or so, it's time to visit a doctor and find out what's going on.

5. CHILL OUT

According to the Mayo Clinic, a little ice can go a long way toward relieving back pain. You can either buy an icepack or

make one by putting some ice cubes in a plastic bag and wrapping it in a towel or cloth. Then put the whole bundle on your sore spot several times a day, for 20 minutes at a time. Interestingly, even though ice is better for an inflamed back, some back sufferers who favor the use of hot tubs are unaware of ice's healing power. Ice is especially effective during the first 48 hours after injury, when it brings down swelling.

6. TURN ON THE HEAT

Once your back starts to feel better, you can switch from ice to heat. A heating pad can boost circulation to your back and loosen tight muscles. (Keep the heat on the medium setting or lower to avoid burning yourself.) Moist heat is better, but be cautious not to wrap a wet towel around a heating pad unless it's a waterproof "moist" heating pad. As with the ice pack, you should limit each session to about 20 minutes.

7. SNUFF OUT THOSE CIGARETTES

Recent studies have uncovered a surprising link between smoking and back pain. For unknown reasons, smokers seem to be especially vulnerable to this type of pain.

There's no solid proof that quitting smoking will help relieve the pain, but it's certainly worth a try.

8. LOSE WEIGHT, IF NEEDED

If you're seriously overweight, those extra pounds could be straining your spine. Lose some weight and you just might lose the pain. In contrast, people who are just moderately overweight probably can't hope to overcome back pain simply by slimming down. Still, a weight-loss program that includes regular exercise is bound to make your whole body feel better – no matter what the scale says.

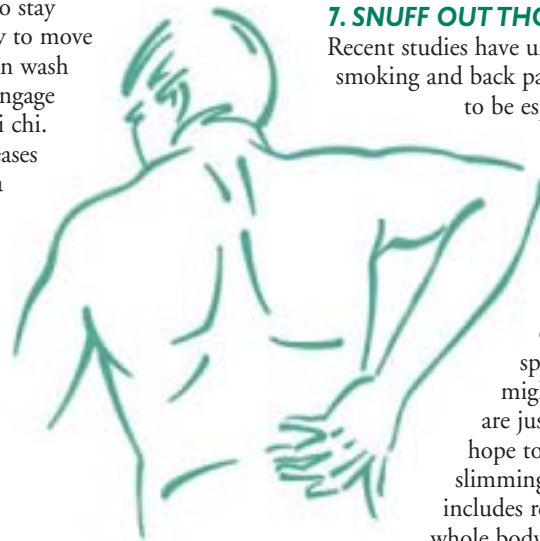
9. RELAX

The tension and strain of everyday life can go straight to your back. If your back muscles feel tight whenever you're under pressure, you can fight pain by learning to relax. When you feel your blood starting to boil, take a few slow, deep breaths and picture yourself in a quiet, beautiful place. Take warm baths, find a hobby, go on walks with a friend, try to keep a positive outlook, and learn to accept things you can't change.

10. PERFECT YOUR POSTURE

If you tend to slouch, you may be able to relieve pain by improving your posture. When sitting, keep your back straight and shoulders relaxed. Your feet should be flat on the floor, and your knees should be a little higher than your hips. When standing, keep your back straight, your chest forward, and your head up. Try to put equal weight on each foot. Lumbar pillows in your office chair also help keep your lower back in line.

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11. GOOD NIGHT, SLEEP RIGHT

Nighttime is the right time to give your back the support – and the rest – it needs. While the old philosophy was that a firmer mattress is better, doctors today recommend that you sleep on whatever type is comfortable for you. You might also try sleeping on your side with your legs slightly bent. If you prefer to sleep on your back, ask your doctor if it's a good idea to put pillows under your knees.

12. INVEST IN A MASSAGE

Besides relaxing you mentally and physically, massage may release endorphins, the body's natural painkillers. And recent studies suggest what some people have experienced firsthand: Massage can help relieve persistent back pain. A randomized controlled study in the *Archives of Internal Medicine* showed that massage substantially relieved lower back pain among people suffering moderately severe chronic pain.

13. EXAMINE YOUR EMOTIONAL HEALTH

Some studies have shown that chronic back pain is linked to tension and stress, perhaps brought on by repressed anxiety or anger. Back pain symptoms can be treated by medicine or surgery, the theory goes, but the real underlying cause of that pain – stress and hidden anger – may rarely be recognized or dealt with. Tension and repressed anger can affect blood circulation, depriving muscles and other tissues of their normal supply of oxygen and causing pain. This condition – though often acutely painful – is essentially harmless and curable by treating the underlying source of nervous tension. Think hard: Is something weighing you down?

14. TRUST IN TEAMWORK

Not everyone can tackle back pain alone. If your pain doesn't show any signs of improving within three days, or if it lingers for a week or more, it's time to see a physician. Whether you are referred to a specialist or a chiropractor, each will try to find the source of your pain and plan a course of action. But be sure to do your own research when deciding upon treatment. Many doctors have very different ideas – from stretches to surgery – about the best way to treat back pain. Make sure you understand your options and make an educated choice.

FROM THE Kitchen

Here are two delicious recipes perfect for holiday entertaining. And here's the best part – if you're too pressed for time right now, or if you have your holiday baking already planned, these are perfect to serve in the cold winter months ahead.

QUICHE LORRAINE

Whether you call it Swiss Cheese Pie or Quiche Lorraine, you're going to get rave reviews whenever you serve it. The pie is an ideal luncheon treat or a deliciously different alternative to a "meat and potatoes" dinner.

9" unbaked pie shell	1 tablespoon flour	1 1/2 cups milk
8 slices bacon	1/2 teaspoon salt	3 eggs
1/2 lb. Swiss cheese, shredded		

Bake pie shell in a 450-degree oven 7 minutes only. Remove from oven and reduce heat to 325 degrees. Fry bacon until crisp; drain and crumble. Save 2 tablespoons bacon for the top. Sprinkle remaining bacon over crust; add shredded Swiss cheese. Combine remaining ingredients in blender or with mixer and pour over the cheese. Sprinkle the extra bacon on top. Bake in a 325-degree oven 35 to 40 minutes or until almost set in center. Let cool 25 to 30 minutes before serving.

PECAN FUDGE TORTE

Tell your family or company to save room for dessert. This fudge torte is so good, they'll be calling for "seconds" after the first bite.

Cake:
1 pkg. Pillsbury moist supreme devil's food
2 eggs
1 1/2 tsp. cinnamon
1/3 cup chopped pecans
1/3 cup oil
2 tsp. water
1 6-oz. can sliced pears in light syrup, drained

Filling:
1/3 cup condensed milk
1/2 cup semi-sweet chocolate chips

Sauce:
1 jar caramel ice cream sauce

Heat oven to 350°. Spray 9" or 10" springform pan with non-stick cooking spray. In small saucepan, combine filling ingredients. Cook over medium low heat until melted.

In large bowl, combine cake mix, cinnamon and oil; blend at low speed for 20-30 seconds or until crumbly. Mixture will be dry. Place pears and eggs in blender, blend until smooth.

In large bowl, combine 2 1/2 cups of the cake mix mixture, pureed pears and eggs; beat at low speed until moistened; then beat 2 minutes at medium speed. Spread batter evenly in pan. Drop filling by spoonfuls over batter. Stir nuts and water into remaining cake mix mixture and sprinkle over filling. Bake at 350° for 45-50 minutes. Cool 10 minutes. Remove sides of pan and cool completely. To serve: Spread sauce onto each place and place slice of cake on top. Decorate plate with small sprigs of holly berry.