

Welcome to Fun Fest 2014



Rend Lake College employees had at great time at this year's Fun Fest. (Taylor Blankenship / Clocktower Chronicle Staff Photographer)



Sarah Draper, an instructor at the college, finishes her down-and-back in the hamster ball, just one of the many attractions at this year's RLC Fun Fest. (Taylor Blankenship / Clocktower Chronicle Staff Photographer)

Rend Lake College cheerleaders perform at the college's annual Fun Fest. (Taylor Blankenship / Clocktower Chronicle Staff Photographer)

First-Year Experience Coordinator Hillary Halsey was one of many employees who served food to students at Fun Fest. (Taylor Blankenship / Clocktower Chronicle Staff Photographer)

Last Cruise Night to feature Chevrolets and Corvettes

`American Graffiti´ will be shown at 7 p.m.

BY REANNE PALMER

RLC PUBLIC INFORMATION he last Cruise Night of the year invites Chevrolets (1958 and newer) and Corvettes to show off from 6 – 9 p.m., Friday, Oct. 3, at the Rend Lake College MarketPlace in Mt. Vernon. The movie "American Graffiti" will also be shown during the Cruise Night, starting at 7 p.m.

Attendees and participants will have chances to win prizes and a 50/50 drawing, sponsored by the Rend Lake College MarketPlace and the Kingsmen Auto Club of Mt. Vernon. MarketPlace retailers will be on hand offering discounts. Hot Rod Nights will also be at the event for live music. All automobiles are welcome to attend the event with two entrants getting participation plaques.

Corey Phillips, Director of the RLC MarketPlace, said the movie night will be the highlight of the event to celebrate a successful year of great car shows.

"We'll be bringing the college's new semi-trailer to the north end of the parking lot and we'll be showing the movie on a tarp. This event is free to anyone who wants to come out and enjoy it with us," said Phillips. "Lone Star Steakhouse will also be there to sell hot dogs and popcorn during the movie to go along with the theme. This is the last Cruise Night for the year, so we want to go out with a bang."

To learn more about the Cruise Nights or the Kingsmen Auto Club, contact Jim Hutchison at (618) 244-7711 or (618) 242-6279. For more information about the movie night, contact Corey Phillips at (618) 437-5321, Ext. 2003.

Three craft workshops set for fall semester

<u>BY REANNE PALMER</u>

RIC PUBLIC INFORMATION hether working with fabric, displaying animals, or recycling used bottles are your thing, Rend Lake College can help you perfect your hobby with three workshops this fall.

 Take all those old beer or wine bottle and put them to good use in the Drinking Glasses, Décor & More workshop, set for Oct. 11. Each participant will make their own drinking glass from a beer and a wine bottle with Instructor Jim Taylor, plus they will learn how to build a bottle cutter at a low cost. Safety glasses are recommended. This workshop costs \$20 and will meet from 8 a.m. - noon, Saturday, Oct. 11, in the Historic Schoolhouse on the Ina campus.

Quilters of all ages

and skill levels are then invited to meet for a workshop presentation by Instructor Mary Kelso in Quilting 101. Topics of the presentation will include a review of traditional quilts and contemporary quilts, tools and techniques, foundation paper piecing, chain piecing by machine and bargain shopping tips. Attendees will also complete several quick and easy projects, such as a table runner with holiday fabric, a Christmas tree skirt, and holiday wall hangings.

For your convenience, Quilting 101 is offered at multiple times and locations. The cost of the class is \$15. The meet times are: 1 – 4 p.m. Thursday, Oct. 2, in the RLC MarketPlace, Room 204, in Mt. Vernon; 9 a.m.

Workshops continues on page 2

Country, rock and more on tap this weekend

ere's a quick look at live music coming up in the region. Some venues may require patrons to be at least 21 years of age to enter.

• MOUNT VERNON — A Heritage Festival will take place from 10 a.m. to 4 p.m., Saturday and Sunday, Oct. 4 and 5, at the Jefferson County Historical Village. The event will include live music. The Crossing on South Ninth Street will host an open mic at 9 p.m. on Thursday,

and dueling pianos from 9 p.m. to 1 a.m. on Friday.

• CARBONDALE — Hairbangers Ball will perform at 10 p.m. Friday, Oct. 3, at The Copper Dragon Brewing Company.

• CENTRALIA — Country music artist Drew Baldridge is playing at 2 p.m. Saturday, Oct. 4, at Roundhouse Winery.

Is there a venue we are missing? Send the information to the Clocktower Chronicle at mcnpromotions@gmail.com.

INSIDE:



Men's cross country takes second at Maryville Invite

<u>BY REANNE PALMER</u>

PAGE 2

RLC SPORTS INFORMATION T. LOUIS, Mo. (Sept. 29, 2014) — The Rend Lake College Men's Cross Country team placed second of eight on Sept. 27 and Sept. 28 at the Maryville Invite in St. Louis, Mo.

Leading the team was freshman Jordan Wilemon (Mt. Vernon) in 10th place with a time of 28:11.

The rest of team RLC finished in the top 30 runners. Sophomores Jake Wilson (Mt. Vernon), Karson Hahn (Mt. Vernon), and Jonathan Hill (Sparta) finished 16th, 17th, and 18th respectively with times of 29:06, 29:07, and 29:12. Freshman Nicholas Ryker placed 20th with a time of 29:14 with teammate Brenton Rains (Chester) hot on his heels in 23rd with a time of 29:37. Rounding up the team was Anthony Lyerla (Murphysboro) in 30th with a time of 31:01. RLC's overall score was 81.

Invite host Maryville University of St. Louis placed first overall with a score of 15, taking the top five individual places. Following RLC was Benedictine University of Lisle, III. in third with a score of 82; Kentucky Wesleyan University of Owensboro, Ky. in fourth with a score of 89; Quincy University in fifth with a score of 114; Maryville Alumni in sixth with a score of 184; Culver-Stockton College of Canton, Mo. in seventh with a score of 190; and Missouri Baptist University of St. Louis in eighth.

The Warriors will travel to the Fast Cats Classic in Owensboro, Ky. on Oct. 11 before participating in the Region 24 Championship in Charleston, III. Oct. 23. For all things athletic at The Lake, visit RLC online at www.rlc.edu/warriors.

anything

Titanic'

21 Stories

23

34

45 Grandma

Joel

surreal

Ladies finish 2nd at Arizona golf tournament

Third place went to South Mountain **Community College** of Phoenix

BY REANNE PALMER

RLC SPORTS INFORMATION ESA, Ariz. (Sept. 29, 2014) — The Rend Lake College Lady Warriors placed 2nd overall today at the Mesa Community College golf tournament, held at Long Bow Golf Course. They finished at 658 (334-324).

Leading the Lady Warriors was Madison Burgett (Charleston) at 156 (80-76), followed by Ashley Sexton (Anderson, Ind.) at 163 (86-77). Sophomore

Kaylyn Fuhrhop (Okawville) placed third for the team at 167 (81-86) and teammate Katie Garver (Campbell Hill) followed at 172 (87-85). Freshman Hayley Rogers (Decatur) rounded off the team at 175 (87-88). Sarah Carlson (Pinckneyville) also played

in the tournament as an individual, ending the twoday event at 194 (99-95). Host Mesa C.C. won the

tournament at 610 (302-307) with medalist Jacquelyn Porman at 149 (73-76). South Mountain Com-

munity College of Phoenix placed third overall at 684 (339-345). The Lady Warriors will play in the University of

Missouri St. Louis tournament in Pana on Oct. 12 and 13.

For all things athletic at The Lake, visit www.rlc.edu/warriors.

Bruns sisters Danielle, LEFT, and Denise of Pinckneyville, put up a block against East Central College on Sept. 29. Danielle added another two blocks and one kill for the Lady Warriors. Denise logged two more blocks, two kills and an ace for the evening. Click on the image for a larger view. (Photo by Audra McBride)

RLC Volleyball loses in three to East Central

BY REANNE PALMER

RLC SPORTS INFORMATION NA, III. (Sept. 30, 2014) - The Rend Lake College Women's Volleyball team lost in three (21-25, 18-25, 13-25) to East Central College on Sept. 29 at home. The loss puts the team at 2-19 for the season.

Top performers for the Lady Warriors included Koral McBride (Murphysboro) with 24 assists, one block, and nine digs; Cassidy Melliere (Prairie du

ney Crews (Mt. Vernon) with eight kills and 16 digs. Sophomore Allie Lietz (Hoyleton) added six kills and teammate Rowdee Sanders (Carterville) added five kills and three blocks. Freshmen sisters Danielle and Denise Bruns (Pinckneyville) added three kills, six blocks, and an ace.

The Lady Warriors will take on Southwestern Illinois College at 6:30 p.m. Wednesday before going to Kaskaskia Oct. 8. For all things athletic at The Lake visit www.rlc.edu/warriors.

Rend Lake College Clocktower Chronicle

Administration:

LuAnn Droege, Senior Editor, Centralia Sen-

Nathan Wheeler, Editor, Rend Lake College Advertising: To place an advertisement, call 246-2000

Workshops continued from page 1

- noon Saturday, Oct. 4, at Hamilton County Senior High School, Room B154, in McLeansboro; 9 a.m. noon Saturday, Nov. 1, at the RLC MarketPlace, Room 204, in Mt. Vernon;

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tralia, IL 62801-0627 Single Copy Price: \$20 for a one-year sub-scription; free on RLC campuses mation is available by calling 246-2000.

and 5-8 p.m. Thursday, Nov. 6, in the Academic Building, Room 214, on the Ina campus.

• The last workshop, Taxidermy, will teach participants the art of preserving, mounting, and displaying animal skins with a hands-on approach. At the first session, aspiring taxidermists will work with a mount (a bird, deer, or small animal), and scalpel or sharp knife. Additional projects will be discussed at the first session, though fish are not recommended. A supply list will be mailed to all attendees at the time of registration.

The workshop costs \$119 plus supplies and is taught by Instructor Fred Lawrence. It will meet from 6 – 9 p.m. Tuesdays and Thursdays, from Jan. 8 through Feb. 3 in the Advanced Technology Center, Room 151, on the Ina campus.

For more information or to register, contact Stephanie Smith in the RLC Community and Corporate Education Division at (618) 437-5321, Ext. 1714, or smithst@rlc.edu.



52 "____ the ramparts..."

Solution to Crossword puzzle printed on page 4.

Rocher) with 20 digs, one ace, and two kills; and Syd-

RLC women's runners Bergbower, Skobel place at Maryville Invite

<u>BY REANNE PALMER</u>

RLC SPORTS INFORMATION T. LOUIS, Mo. (Sept. 29, 2014) Two runners of Rend Lake College's Women's Cross Country team placed at the Maryville Invite in St. Louis, Mo. last weekend. Sophomore Mallory Bergbower (Bluford) took 13th place as an individual with a time of 25:42. Teammate Alexandria Skobel (Opdyke) placed 36th with a time of 29:00.

Invite host Maryville University of St. Louis placed first overall with a score of 33. In second, with a score of 39, was Benedictine University of Lisle, III.; Lincoln College

placed third with a score of 71; Kentucky Wesleyan of Owensboro, Ky. placed fourth with a score of 96; and Stephens College of Columbia, Mo. placed fifth with a score of 127. In addition to RLC, Culver-Stockton College of Canton, Mo.; Missouri Baptist University of St. Louis; and Quincy University all participated as individuals.

The Warriors will travel to the Fast Cats Classic in Owensboro, Ky. on Oct. 11 before participating in the Region 24 Championship in Charleston, III. Oct. 23. For all things athletic at The Lake, visit RLC online at www.rlc.edu/warriors.

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HOW TO PLAY: Each row, column and set of 3-by-3 boxes must contain the number 1 through 9 without repetition.

> Solution to Sudoku puzzle printed on page 4.

NEA DATEBOOK

oday is the 275th day of 2014 and the 11th day of autumn TODAY'S HISTORY: In 1835, the Texas Revolution began as American settlers battled Mexican troops near the Guadalupe River.

In 1919, President Woodrow Wilson suffered a stroke that left him partially paralyzed.

In 1950, the comic strip "Peanuts" (starring Charlie Brown and Snoopy) debuted in newspapers.

In 1967, Thurgood Marshall was sworn in as the first African-American Supreme Court justice.

In 2002, the first two "Beltway sniper" attacks left one person dead in Montgomery County, Md.

TODAY'S BIRTHDAYS: Nat Turner (1800-1831), slave rebellion leader; Mohandas Gandhi (1869-1948), political/spiritual leader; Cordell Hull (1871-1955), statesman; Groucho Marx (1890-1977), comedi-

(1942-2012), director/producer; Don McLean (1945-), singer-songwriter; Sting (1951-), singer-songwriter; Lorraine Bracco (1954-), actress; Kelly Ripa (1970-), actress/TV personality. TODAY'S FACT: After

translating Leo Tolstoy's "Letter to a Hindu," Mohandas Gandhi began a regular correspondence with the novelist that lasted from October 1909 until Tolstoy's death in November 1910.

TODAY'S SPORTS: In 2005, the Arizona Cardinals beat the San Francisco 49ers 31-14 in Mexico City. It was the first regular-season NFL game to take place outside the United States.

TODAY'S QUOTE: "A man is but the product of his thoughts. What he thinks, he becomes." -- Mohandas Gandhi

TODAY'S NUMBER:

17,897 -- number of original "Peanuts" comic strips published between the strip's debut in 1950 and creator Charles Schulz's death in

REND LAKE COLLEGE

Stop-smoking strategies include more than Nicotine Patches



EAR DOCTOR K: I've been trying to quit smoking with nicotine replacement patches, but it hasn't worked. Any suggestions?

DEAR READER: Smoking may be the toughest unhealthy habit to break, but it is possible. There are more ex-smokers in the United States today than there are smokers.

There are two main obstacles that make cigarettes particularly hard to quit: First is the physical withdrawal from nicotine. Second is the psychological withdrawal from a habit that has become part of your daily routine.

Nicotine replacement is available as patches, gum, sprays, inhalers and

lozenges. They can help overcome the physical addiction of nicotine. If that doesn't work, consider varenicline (Chantix) and bupropion (Zyban). These medications reduce physical cravings and make smoking less enjoyable.

Two new studies support the use of quit-smoking medications plus nicotine replacement for smokers who haven't been able to guit using nicotine replacement alone.

In one study, researchers compared varenicline plus nicotine replacement with varenicline alone. The combination worked better.

In the other study, researchers recruited 222 smokers who weren't able to kick the habit with just nicotine replacement. They assigned them to take varenicline alone or varenicline plus bupropion, while continuing to use a nicotine patch. After 12 weeks, 40 percent of those taking both medications were no longer smoking, compared to 25 percent of those taking only varenicline.

These results don't suggest that smokers take varenicline and bupropion as a first step in smoking cessation. Though they are effective, both drugs can have dangerous side effects. They can increase the risk of depression, hostility and suicidal thoughts. But when nicotine replacement alone hasn't helped, adding varenicline with or without bupropion may lead to success.

A non-drug strategy that may help you quit is proper planning. Once you have decided to quit, take concrete steps. Set a quit date. Sign up for a stop-smoking support group. Develop strategies for getting back on track if you slip.

Also consider cognitive behavioral therapy (CBT). This type of "talk therapy" will help you change thoughts and behaviors that may be aetting in the way of quitting.

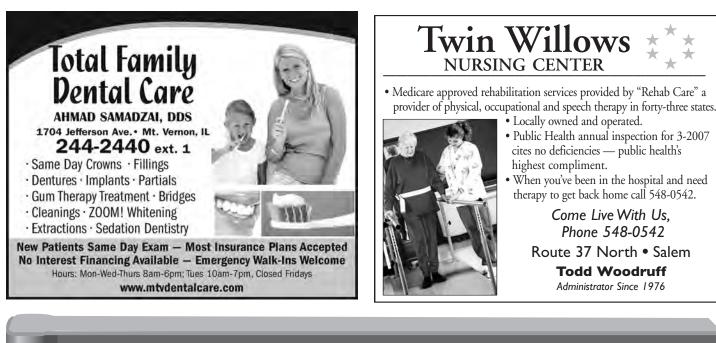
Finally, if you don't succeed on your first attempt to quit smoking, try again when you are ready. The average person makes several attempts before quitting for good.

And remember that it's never too late to quit. Many of my patients who are longtime smokers have told me that they don't see the point of quitting. They think smoking for so many years must have led to irreversible damage, so what's the point of quitting now?

It is obviously true that the sooner a person quits, the better. But it also is true that no matter how much you have smoked in the past, stopping now will increase your life expectancy. That's true even for smokers over age 65, and those who already have some degree of smoking-related disease, like emphysema.

In fact, if you've had a heart attack in the past due, in part, to smoking, stopping now will reduce your risk of another heart attack by 25 to 50 percent.

(Dr. Komaroff is a physician and professor at Harvard Medical School. To send questions, go to AskDoctorK.com, or write: Ask Doctor K, 10 Shattuck St., Second Floor, Boston, MA 02115.)



An invitation to be part of Jefferson County History... **JEFFERSON CO., IL**

an/actor; Bud Abbott (1895-1974), comedian/actor; Graham Greene (1904-1991), novelist; Rex Reed (1938-), movie critic; Steve Sabol

2000 TODAY'S MOON: Between first quarter moon (Oct. 1) and full moon (Oct. 8).

www.edwardjones.com

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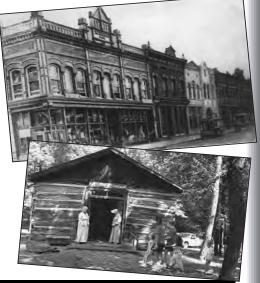
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REND LAKE COLLEGE



t's fall, time to stop and taste the apples. Back in the 19th century, the United States grew about 7,500 different varieties, writes Rowan Jacobsen in "Apples of Uncommon Character."

Apples were a mainstay of small farms nationwide, enjoyed fresh and dried. overwintered in barrels, pressed into fresh cider, and fermented into hard cider and vinegar. Aided by the legendary John Chapman (aka Johnny Appleseed), farmers were encouraged not just to grow apples, but also to graft and experiment. Thus, thousands of varieties were born.

But the turn of 20th century, Jacobsen says, brought industrial-sized orchards that supplied huge national distributors who wanted consistency, uniformity and good appearance in their apples. Only a handful of those 7,500 apple varieties ever made it to the supermarket. By the

Findus an

It's apple season time late 20th century, six varieties dominated: Gala, Fuji, Granny Smith, McIntosh, and Golden and Red Delicious. If you wanted to taste a Zabergau Reinette, an Ashmead's Kernel or Newtown Pippin (one of Thomas Jefferson's favorites), you were pretty much out of luck.

Fortunately, interest in heirloom apples is burgeoning, and orchardists are finding, grafting and saving old varieties. Jacobsen writes of a 215-year-old apple tree in Maine that still produces Black Oxford apples. New varieties are being developed; hence, it is now possible (in parts of the country) to sample a Pixie Crunch, a sweet and juicy little apple developed by Purdue/Rutgers/Indiana University. "Honeycrisp, eat your heart out," says Jacobsen.

All this activity means more tasty choices for consumers and more fun at the fruit stand or farm market. But more choices can mean more confusion, and here Jacobsen's book can help. Best baking apples for

DA

Channel Catfish
Largemouth Bass

• Redear • Koi • Bluegill (Bream) • Minnows

Black Crappie (if avail.)

FRIDAY, OCT. 10 1:30 p.m.-2:30 p.m.

The Feed Bin, In Centralia, IL

NOW IS THE TIME FOR STOCKING!

a pie, he says, are Golden Russets, Esopus Spitzenberg, Bramley's Seedling and Gravenstein. For apple crisp, try "citrusy" varieties like Belle de Boskoop, Karmijn de Sonnaville or Ribston Pippin. (He advises using at least three kinds of apples in crisps and pies.) Braising apples in a slowcooked savory dish? Look for those with tender flesh and skin, like Yellow Transparent, Cortland, Snow and Yellow Bellflower.

In addition to descriptions of 123 different apples, Jacobsen offers up apple history. For example, he identifies Isaac Newton's famous apple as a Flower of Kent. The Blenheim Orange was first planted in the 18th century near Blenheim Palace, England, which plays the role of Hogwarts in Harry Potter movies. The name "Rambo" in novelist David Morrell's "First Blood," was cribbed from an apple: the Summer Rambo.

Jacobsen also offers recipes. Try these Apple Pie Squares or, as I like to call them, "Apple Pie to Go."





Sponsored by Centralia Morning Sentinel

APPLE PIE SQUARES Yield: 16 squares

For the crust: 2 3/4 cups all-purpose flour

- 1/2 teaspoon salt 1/2 cup sugar 1/2 pound (2 sticks) but-
- ter, cut into pieces 1 egg
 - 1/2 cup milk

For the filling:

5 large apples (see note) 2 tablespoons all-purpose flour

2 teaspoons ground cinnamon

1/4 teaspoon ground cloves (optional) 1/4 teaspoon ground car-

damom (optional)

Pinch of grated nutmeg (optional) 1 cup minus 2 table-

spoons sugar

For assembly:

Flour for work surface 2 tablespoons milk 2 tablespoons sugar

Make the crust: Put the flour, salt and sugar in the bowl of a food processor;



pulse briefly. Add the butter and pulse until the mixture resembles coarse meal. Add the egg and milk and pulse to form a dough, stopping as soon as the mixture begins to pull away from the sides. Gather the dough into a ball and divide it in two, with one half just slightly larger than the other. Wrap in plastic wrap and refrigerate for at least 1 hour.

When ready to bake, preheat the oven to 400 degrees. Grease a 9-by-9inch baking pan.

Make the filling: Core and dice the apples (peel if desired). In a large bowl, toss them with the flour and spices. Remove 2 tablespoons of sugar from the cup of sugar and set aside. Add the bulk of the sugar to the apples and toss.

Assembly: On a wellfloured floured surface, roll out the larger ball of dough until it conforms to the

baking pan. Lay it in the pan, lining the sides as well as the bottom. (The best way to move the dough around is to fold it in quarters and then unfold it in the pan.) Top with the apple mixture, smoothing into a fairly flat layer. Roll out the smaller ball of dough and top the apples with that, pinching top and bottom crust together. Brush with the milk and then sprinkle with remaining sugar.

Bake for 40 to 45 minutes, until golden brown. Cool completely before cutting into squares.

Note: Jacobsen recommends Calville Blanc, Bramley's Seedling, Newton Pippin, Rhode Island Greening, Mutsu, Glockenapfel or Belle de Boskoop. Use a few different varieties if you can.

(Recipe from "Apples of Uncommon Character" by Rowan Jacobsen; Bloomsbury, 2014.)

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	Solution to page 2 crossword puzzle.													
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Mom worried about kid getting sick

DEAR HARRIETTE: School has started, and I am worried sick. I know there's always a chance that children can and do catch germs from one another, but this year seems worse than ever. Is there a way that I can ensure my child remains healthy this school semester? I am concerned about the enterovirus D68 (EV-D68) cold virus that is spreading around the country. How can I protect my children? - Cautious Mom, West **Orange**, New Jersey

DEAR CAUTIOUS MOM: You have every right to be worried. This virus, which was discovered back in the 1960s, has shown up this year in 22 states with about 160 people diagnosed with the illness, according to the Centers for Disease Control. It is an illness that affects the respiratory system, so children (and adults) who suffer from asthma or other illnesses that compromise the respiratory system are being advised to be particularly cautious.

In general, the measures being recommended to reduce one's likelihood of contracting this disease are the very things we are advised to do anyway: Wash your hands in warm, soapy water for at least 20 seconds; avoid touching eyes, nose and mouth with unwashed hands; and avoid kissing, hugging and sharing cups or eating utensils with sick people. I would add that you should tell your children never to eat other children's food. Stay in touch with their teachers so that you are aware if other children are getting sick.

For more information from the Centers for Disease Control, visit

SENSE & SENSE SENSITIVITY



met. They seemed to be indignant that I did not remember them or their names. I admit that I meet a lot of people and do not always remember everyone. How can I do a better job of acknowledging people so that they aren't insulted if I don't really remember them?

— Wanting to Please, Syracuse, New York DEAR WANTING TO

PLEASE: I often do not remember people's names and sometimes do not remember that I met people in the first place. Over the years, I realized that what people want most is to be seen and acknowledged. So I generally greet people by warmly saying hello, saying it is lovely to see them and stating my name. Even if they have met me before, I think that is wise, because people do not always remember names. If I am unsure of their name, I may ask, "Would you remind me of your name?" In that way, I am not being rude, but I am letting them know that I very much want to know who they are.

Now, if you do that on more than one occasion with the same person, chances are the person will be a bit miffed. Because I know my propensity to forget names, I do my best to help others know who I am. I do not take it personally if they need a refresher. If you are kind and welcoming, you create space for them to be kind as well. (Lifestylist and author Harriette Cole is president and creative director of Harriette Cole Media. You can send questions to askharriette@harriettecole.com or c/o Universal Uclick, 1130 Walnut St., Kansas City, MO 64106.)



How to survive do-it-yourself customer service

he outsourcing of jobs has been a painful, recurring theme in the past several years, but here's a twist. According to Consumer Reports, more companies are outsourcing customer service — to their own customers.

Remember when attendants pumped gas, clerks bagged groceries and the sales help measured your feet before you tried on a pair of shoes? Today at Applebee's and Chili's, tableside computer tablets allow patrons to order food and drinks and pay the bill without a waiter. Got a tech-support problem? Forget the help line. Just post your question to a company's message board or community forum on its website and wait for amateur troubleshooters to respond.

The do-it-yourself economy is transforming industries, services and society at 4G speed. Why have companies embraced self-service so enthusiastically? To save money. A customer service transaction handled by a live agent usually costs between \$2 and \$10, compared with just pennies for, say, placing an order online, says John Goodman, vice chairman of Customer Care Measurement & Consulting, based in Alexandria, Virginia.

Of course, most people don't really think about service until they experience a problem. Self-service shouldn't mean no service. Try canceling an online order immediately after pressing "submit." Chances are you can't. Or try tracking down live help if an eBay transaction goes sour.

Consumer Reports offers advice on how to cope in this self-service world and what to watch out for.

HOW TO FIND HELP IN A SELF-HELP WORLD Technology that makes self-service possible also

gives consumers a powerful voice. Internet forums can turn one person's headache into a corporate nightmare. Companies actively patrol social networking venues such as Facebook and YouTube to monitor what's being said about them — and often respond to a concern before it goes viral. Twitter has become the go-to brand for customer support; be sure to incorporate the company's Twitter handle in your critique. There's even an app called GripeO that will take your complaint right to a company's doorstep. Here are other tips:

Though few firms post their toll-free numbers on all of their Web pages, more and more offer live chats with agents. It's faster and more efficient than email because you can have a clear dialogue. Be sure to print or email yourself a transcript of the conversation before signing off.

User communities within a firm's site are a surefire way to get noticed. You can post questions and comments and air grievances about products and services. Often a representative will join the discussion to put out a fire before word gets out. According to one study, disgruntled complainants are almost three times more likely to express their unhappiness to others than those who have a good experience. Each dissatisfied customer spreads the word to about 28 people.

Sidestep automated phone menus. Consumer Reports suggests checking out websites such as DialAHuman.com and GetHuman.com, which list hardto-find customer service numbers and advise how to bypass automated prompts to get a live person.

Use the "E" word. If you make it through to a live person and still feel you are getting the runaround, tell the agent you want to "escalate" your complaint. That's a guaranteed attention grabber because agents can be criticized for bumping too many calls "upstairs" to a supervisor.

Climb the corporate ladder. If your comments are ignored, go to the bottom of the website's home page and sniff around for hyperlinks to "corporate contacts," "investor relations," "company information" and so forth. That's where you can usually find contact details for top management.



cdc.gov/non-polioenterovirus/about/evd68.html.

DEAR HARRIETTE: I am so embarrassed. I was at a business function and saw a number of people. When I reached out to shake hands and introduce myself, several of them immediately said that we had previously

