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Photo courtesy of Bill Babiarz

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Photo courtesy of Adventist Midwest Health



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Photo courtesy of DuPage Forest Preserve



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Photo courtesy of Kathleen Ruggio

On the Cover

Bill Babiarz gets ready to train for his run across the state of Illinois to raise funds and awareness about Rett syndrome, a disease that afflicts his daughter.

Photo courtesy of Bill Babiarz



You could be a community contributor!

Contractor Neil Mamula offers tips on how to protect your basement and crawl space after the snows melt on Page 7. It's easy to join the conversation; send articles, photos, information and ideas to the email address shown below.

Get involved! Send your photos, stories or events to:

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Message from the **Editor**

Motivation and inspiration can be found in any number of places, but when you need to find something to spur you on to levels approaching greatness, the best place to look is close to home. That's certainly the case for Wheaton resident Bill Babiarz, who is planning to run across Illinois this month to raise money and awareness for the Rett Syndrome Foundation and in support of his daughter, Cammie, who was diagnosed with the disease several years ago. Babiarz is an inspiration for going to extraordinary lengths to find ways to better the life of his daughter and other children afflicted with the syndrome. Read about his five-day run from the Mississippi River to Buckingham Fountain in Chicago on Page 14.



Another Wheaton resident, Cynthia Thomas, found the inspiration and motivation to learn more about controlling her diabetes through a program at Adventist GlenOaks Hospital in nearby Glendale Heights. Read about that story on Page 18.

We love sharing stories that motivate and inspire others at Inside Wheaton. Do you have a story you want to share, or know of a story that we should include in our pages? Don't hesitate; email the story and any photos to the address below.

Alex Keown

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AROUND TOWN

Local news you can use.

Check Sump Pump When Snow Melts

Wheaton home repair expert shares ideas on ways to keep your house from flooding.

by Neil Mamula
Community contributor

Let's talk spring. Around this time of year most of us start looking forward to warmer temperatures. It has been a long time since we've enjoyed the smell of cut grass, birds chirping and the sounds of children playing outside. Fortunately, spring is not too far away. With it brings the big thaw, when the snow and ice begin to melt, and we once again can see our lawns and landscape. With this though, there can be issues that if left ignored can cause damage to our homes and wallets.

As warmer weather approaches, the most critical piece of equipment in your home is the sump pump. In our part of the state, nearly all homes have at least one. Ironically, they are usually the least maintained appliance in most homes. As the temperatures rise and the snow melts around your house, the excess water ends up at the sump pump basin.

Many modern homes also have exterior French drains that collect water around the foundation and route it to the sump pump as well. For this reason it is very important that you test your pumps operation now, before the spring thaw. This will allow you ample time to make any necessary repairs before the spring rush.

Most modern sump pumps have a operating control panel that allows you to test the pump by the simple press of a button. Older models should be inspected and tested by a professional. Most reputable plumbing companies service and repair sump pumps. It is also a great idea to have a battery backup pump in addition to the standard one. This system includes a large battery, battery charger and control panel, and a 12 Volt pump. This pump will operate for several days in the event of a power outage.

Gutters and downspouts

Another area of concern is the gutters and downspouts. Ice dams are a big problem and there are some simple steps that can save a lot of aggravation and damage. Ice dams occur when the gutters and downspouts become full of ice, therefore not allowing the roof runoff water to drain away properly. This results in water creeping back up the roofline and into the soffit areas and ultimately penetrating the ceilings and walls. It's very important to keep the downspout ends clear of snow and ice. The best long term solution is to install a heat tape



Neil Mamula is a home repair and construction expert based in Wheaton.

Photo courtesy of Neil Mamula



Melting snow can put your sump pump through a workout. Make sure to check it over during the spring thaw.

Photo by Alex Keown

system. Heat radiating cables are installed in the downspouts and gutters and are controlled by an adjustable exterior thermostat. This system completely eliminates the ice dam issue. The cables will keep the gutters from freezing and allow the water to drain away as designed. This is a simple and relatively inexpensive project. A quality roofing company will be the best resource for getting this system quoted and installed.

As we all anticipate warmer temperatures and the arrival of spring, be sure to stay ahead of the upcoming thaw. Remember that preventative maintenance is very inexpensive compared to water damage repair. Feel free to contact me at simplyperfecthomes@gmail.com with any questions or comments.

Neil Mamula is a home repair expert in Wheaton.

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Public Safety

Coyote Attacks on Rise

by Mark W. Field
Community contributor

The Wheaton Police Department has received recent reports of coyote attacks on small dogs.

In December Wheaton Police received reports that two coyotes took a dog from outside a residence in the 1100 block of South Marcey Avenue and a coyote attacked a small dog in a fenced yard near North Pierce Avenue.



Coyote attacks on small animals are happening more often in Wheaton. Photo courtesy of Hibu

Fences do not guarantee your pet's safety. Always attend to small pets outdoors, and keep them on a leash whenever possible. Coyotes are active in cold months when food is scarce.

Mark W. Field is Chief of Police.

Water Survey Sought

This year, residents are finding a Cross Connection Control Survey when they receive their water bills from the city of Wheaton. The survey is aimed at residents with "lawn irrigation system, a fire sprinkler system, swimming pool, boiler or other item directly connected to the city's water system that requires a backflow prevention device," according to a press release from the city's website wheaton.il.us/news/.

"Cross connections within the public water system are a serious concern, as they can allow contaminants or pollutants to enter the public water system through backflow," the press release said.

The city is required to perform cross connection surveys by the Illinois Environmental Protection Agency every two years. The information obtained from the survey is used to "ensure safe drinking water for all users by documenting whether a building has certain devices, such as a lawn irrigation system, or whether a backflow prevention device is currently installed," the press release said.

Residents can take the survey online or can turn in a written copy to city hall. —Alex Keown

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Business

New Fitness Craze Comes to Wheaton

by *Katie Rao*
Community contributor

Pure Barre, the fastest, most effective way for women to change the shape of their bodies, has a new studio in Wheaton. The new franchise studio, located at 33 Rice Lake Square and is owned by Emma Pollert. The franchise opened on Dec. 5, 2013.

"We are thrilled to bring Pure Barre to Wheaton. We have loved the enthusiastic and energetic response throughout the entire Wheaton community. There is something for everyone at Pure Barre, and we invite all to come see us in our studio," said Emma Pollert.

The ballet barre workout has exploded in popularity since its inception in 2001. Focusing on the areas of the body women struggle with the most,



Pure Barre is in Rice Lake Square.
Photo by Alex Keown

Pure Barre lifts the seat, tones the thighs and upper body, and creates the long and lean muscles of a dancer through small isometric movements centered around a ballet barre. Since it began franchising in 2009, more than 186 Pure Barre studios have opened nationwide.

"We are thrilled to open our new-

est location in Wheaton and bring the excitement and results of Pure Barre to its residents," said Carrie Dorr, Founder & Chief Concept Officer of Pure Barre. "The continued growth of Pure Barre studios across the country is a testament to the workout's ability to quickly transform women's bodies, and we couldn't be happier to bring this experience to Wheaton."

Classes are forming at the new Pure Barre studio, which will operate seven days a week, morning and afternoon classes. Registering for a class is simple, and can be done in person, over the phone or by logging on to purebarre.com/IL-wheaton/.

For more information on Pure Barre Wheaton, contact 630-933-9303 or visit purebarre.com.

Katie Rao is a Pure Barre employee.

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Community

DuPagePads Training Goes Online

Volunteers can use organization website to learn how to help.

by Sarah Swiston
Community contributor

For the first time in DuPagePads' 28 year history, volunteers will be able to complete a web-based program training program at their own convenience. This volunteer training program was made possible as a result of a grant from the Spirit of Volunteerism Fund of The DuPage Community Foundation. Beginning January 6, 2014, volunteers will be able to log into the DuPagePads website and learn about the agency mission to end homelessness, programs and services provided, best practices in risk management, volunteer roles and responsibilities and more.

"We know that we could not provide all of our services without the tremendous support of our volunteers. The information and skills learned in the training modules will empower volunteers and give them the tools they need to be confident and successful while providing flexibility to complete the training at a convenient time for them," said Carol Simler, DuPagePads' Executive Director.

As a result of this grant, training materials will be available on the DuPagePads website for all registered volunteers.

Sarah Swiston is the communications and grants coordinator for DuPagePads, which is based in Wheaton.



Photo by Alex Keown

Grant Supported

THE \$30,000 GRANT that made the online training for volunteers possible was one of three awarded May 8, 2013 at Volapalooza: A Celebration of Volunteerism at Wentz Concert Hall at North Central College in Naperville.

Cantigny Hosts Expo

Sixth annual event held in January.

Cantigny Park and Cantigny Golf invited brides-to-be and their guests to the sixth annual Cantigny Bridal Show held in January.

The event allowed guests who chose to have their weddings Cantigny Park to finalize their wedding plans all in one place or just gather ideas. A wide variety of preferred vendors exhibited and allowed guests to sample their goods and services. Photographers, engravers, formal wear, ice sculptors, florists, DJs, hotels, limos and more were available for couples to meet with. Guests also saw simulated room set-ups and table décor that Cantigny offers for services.

Cantigny's award-winning culinary team offered a wide range of menu items for guests to savor, including soups, hors d'oeuvres, late night snacks, pastries and desserts. Wine and champagne were also served.

Many couples choose to have their wedding ceremonies in Cantigny's formal gardens. The ceremony sites are just steps away from Le Jardin, the banquet room. —Jeff Reiter



Photo courtesy of Cantigny

Knitters Gather Together

Kline Creek site for old fashioned circle

"Knitting for Beginners" at Kline Creek Farm, the DuPage County Forest District's 1890s living-history farm, covered the basic skills of this age-old art, including how to knit, purl, cast on and cast off.

Participants made a dishcloth during class and took home yarn, knitting needles and a pattern during the January sessions. Additionally novice, beginner and experienced needle crafters shared camaraderie and learned from each other as they worked on their own crocheting, quilting or knitting during free "Sit and Stitch" sessions. "Those who have never knit before or are picking up the skill again after many years will get all of the basics in our beginners class," says Kate Garrett, a heritage interpreter at Kline Creek Farm and the program's leader. "We have a small class size so everyone will receive plenty of individual attention."

The Forest Preserve District of DuPage County owns and manages 25,000 acres of prairies, woodlands and wetlands.

—Bonnie Olszewski, Office of Public Affairs for the Forest District.



Photo by Alex Keown

Pets

Tips for New Parents of a Family Pet

by BPT News Service

Acquiring a puppy or kitten is a lot like bringing home a new baby. There's a lot to learn, care and feeding are essential, and it's important to introduce good habits.

Here's a compilation of tips to help new pet parents.

- **What's up, doc?** Just like people, pets need regular medical checkups — at least once a year, and more often if a pet has a problem. Regular visits usually include a thorough exam, weigh-in, immunizations and parasite checks. Blood tests and dental cleanings are routine, but optional.
- **Healthy eating.** A pet may look longingly at what the family's hav-

ing for dinner, but pets shouldn't eat like people. Cats are carnivores; they need plenty of protein in their diets — roughly twice the percentage that people do — and they need it in the form of meat, poultry or fish. A dog, like his owners, is an omnivore, but a food formulated especially for dogs is best, and treats should make up no more than 10 percent of a dog's caloric intake.

- **Parasite prevention** — heartworms, intestinal parasites, fleas and ticks. Mosquitoes spread heartworm disease, and dogs and cats need to be protected year-round because a mosquito can survive in a tough environment. A bonus is that many heartworm preventives also protect pets against other internal parasites. Information: heartwormsociety.org.

- **Bathing.** Daily bathing is unnecessary for pets and can dry out their skin and hair. Most dogs are fine with a bath every three months. Cats usually keep themselves clean.
- **Making a connection.** As pack animals, dogs expect the owner to lead their pack and give them rules to follow. Cats treat their people as social partners and use behaviors, such as purring and rubbing against them, to show their affection. They're also quite vocally expressive and can produce more than 100 sounds.
- **Sleep habits.** Both cats and dogs spend more than half their time in slumber, although their sleep patterns can be erratic. Excessive sleeping can be a sign of boredom. Most pets will be glad to forgo a nap for playtime or a walk.



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Running to Raise Awareness About Debilitating Disease

Bill Babiarcz of Wheaton will run 150 miles in five days to spread the word about little-known Rett syndrome.

by Alex Keown
Editor

Bill Babiarcz has run a lot of miles in his life. From jogging around the neighborhood, to 5Ks to completing four marathons, but this month Babiarcz, of Wheaton, will lace up his running shoes for a run of far greater significance — his daughter, Cameron.

Babiarcz will run 150 miles, from the Mississippi River to Buckingham Fountain in Chicago, to raise funds and awareness for research into Rett syndrome, a postnatal neurological disorder which affects his 4-year-old daughter, Cameron. The rare syndrome, which almost always is seen in females, prevents Cammy Can, as Babiarcz calls her, from speaking, walking or using her hands. The syndrome impacts development in children — actually causing them to regress in their skills, before eventually losing the ability.

Rett syndrome

Rett syndrome causes problems in brain functions that are responsible for cognitive, sensory, emotional, motor and auto-

nomnic functions. These can include learning, speech, sensory sensations, mood, movement, breathing, cardiac function, and even chewing, swallowing and digestion, according to the International Rett Syndrome Foundation. The syndrome is often misdiagnosed as autism, cerebral palsy, or nonspecific developmental delay. The foundation estimates that 20 children are born daily with Rett syndrome.

The syndrome was first discovered in 1954 by Austrian pediatrician Dr. Andreas Rett, who noticed two children in the waiting room of his practice wring their hands over and over. He began to study the symptoms and travelled across Europe documenting other cases, creating a profile of the syndrome.

Cammy Can

Cameron was diagnosed with the illness when she was 20 months old.

"At 18 months, she was crawling, feeding herself and doing all the things toddlers do, but then she stopped," Babiarcz said.

He and his wife, Jackie, began to notice Cameron was wringing her hands a lot, Babiarcz said. Hand wringing is an early sign of possible Rett syndrome, he said.

They took Cameron for a diagnosis and it was confirmed.

"The syndrome is so rare that so few (doctors) have heard of it," he said. "We had never heard of it, and a lot of our doctors have never heard of it. We were able to learn a lot more about it through the (International Rett Syndrome) foundation."

Since her diagnosis, the Babiarzes have ensured that Cameron learns how to adapt to the limitations due to the disease. Much of Cameron's day is spent working with physical and occupational therapists. She also works with technicians on

Continued on next page



Cameron enjoys a treat at McDonald's.
Photo courtesy of Bill Babiarcz



Cameron and her sister, Ryan, enjoy time together.
Photo courtesy of Bill Babiarcz



John McDonough, CEO and president of Chicago Blackhawks, spends time with Cammy Can after he showed the Stanley Cup to her.
Photo courtesy of Bill Babiarz



Cammy, center, working with aquatic therapists.
Photo courtesy of Bill Babiarz

Continued from previous page

learning how to speak through a computer, similar to how noted theoretical physicist Stephen Hawking, who is afflicted with a motor neuron disease, communicates.

Despite the physical limitations, Cameron does have full cognitive abilities.

"Yes, we would like to remind people that immobility does not mean they do not have the desire or the will to be independent. Research has been accelerated and we do hope, one day, Cammy will run with us," Jackie Babiarz said.

Mississippi River to Chicago

150

The number of miles Bill Babiarz will run in five days, from the mighty river to Buckingham Fountain.

The run

Babiarz plans his west to east run Wednesday, March 12 through Sunday, March 16. Over the course of his journey, he will be carrying a flag for International Rett Syndrome Foundation and will make overnight stops in Sterling, Rochelle, Elburn and Wheaton. From his own Evergreen Street home, in Wheaton, Babiarz will make his final run into the city. Each day's run will average a little more than 30 miles. And even though he has completed marathons before, he said the physical and mental challenges to this feat are significant. Despite the difficulties, Babiarz said he's ready. "I've always thought long distance running is 90 percent mental. When you have a good motivator it makes a gigantic difference," he said. "When you're doing it for a good cause, for your daughter, it's easy to get that second wind."

After coming off a back injury that hampered his running earlier this year, Babiarz has been training for the past several months — running through obstacles and inclement weather. "I've run through negative temperatures and through several inches of snow. Running in snow is hard, it's more difficult than running in a marathon," he said. The decision to run such a long distance in a short time is to demonstrate the difficulty Cameron has in just taking a single step.

"I run in hopes that one day, Cammy will run alongside me," Babiarz said. "The long distance is symbolic of how difficult it is for Cammy to take just one step, something almost all of us take for granted."



Cammy Can in her winter garb.
Photo courtesy of Bill Babiarz

Fundraising

The Babiarz family has been raising money for the International Rett Syndrome Foundation. Last year, they raised \$43,000 through an event held in Chicago's Sidebar Grille, 221 N. LaSalle St. On Saturday, March 22, following the run, the Babiarzes are hoping to hold another event, called Cammy Can Cinderella's Story, at the same bar and raise as much, if not more money, for research. Since 2011, Babiarz has been able to raise about \$200,000 for research into the disease. "There's no earmark for the funds. We just give it to them so they can research the disease. Some of the money does go to supporting families who have children with the syndrome," he said.

Babiarz said that his family and other families facing the syndrome in the Midwest have created a tight community of support thanks to the efforts of the foundation.

He said that just a decade or two ago, the syndrome would have been fatal by the teen years, but with advances in medicine and continued research into the disease, children afflicted with the syndrome can live into their middle years.

"The lynchpin of this whole thing rests on awareness," Babiarz said. "That's what I'm trying to do — raise awareness about this issue."

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Cammy Can on Facebook

The Babiarz family has taken to social media to spread the word about Rett syndrome and Cameron.

Jackie Babiarz launched the Cammy Can Facebook page, which features many of Cameron's accomplishments, as well as her meetings with famous residents of the Chicago region, including John McDonough, the president of the Chicago Blackhawks, who brought the Stanley Cup to Cameron so that she could check off an item on her "to do" list that included touching the NHL trophy. The Babiarz family said that the McDonough visit was a special moment for Cameron.

The Facebook page includes a logo of Cameron depicted as the superhero Cammy Can. Through the reach of social media, many celebrities have taken a photo of themselves with the logo, similar to the way Flat Stanley makes his way around the world. Some of the celebrities who have taken photos of themselves with the logo include former Cubs pitcher Kerry Wood, Chicago Bears kicker Robbie Gould and country music superstar Carrie Underwood.

"A lot of athletes have participated. When a celebrity takes a picture of themselves with that logo, it really carries some weight and travels faster across social media," Bill Babiarz said.

Currently, the Cammy Can logo has shown up in photographs from individuals in all 50 states and nearly 40 countries, according to the Babiarz family.



Cammy Can and Jackie Babiarz enjoy time together.
Photo courtesy of Bill Babiarz

Learning About Diabetes

Cynthia Thomas of Wheaton learned how to cope with her diagnosis after attending educational courses at Adventist GlenOaks Hospital in Glendale Heights.



Diabetes nurse educator Melanie Siedlinski speaks with a family during a recent diabetes education session at Adventist GlenOaks Hospital. Photo courtesy of Adventist Midwest Health

by *Chris LaFortune*
Community contributor

Twice per week, diabetes nurse educator Melanie Siedlinski, RN, MSN, CDE visits with patients at Adventist GlenOaks Hospital, to help diabetic patients and others better understand how to care for their health.

It is her life's work. Siedlinski, a Burbank resident, has taught patients at Chicago-area hospitals for more than 35 years, the last three at Adventist GlenOaks Hospital. Over the years, she has learned a great deal, all of which she shares with her patients.

"I love helping people and seeing the benefits when they make positive changes in their lives," Siedlinski said. "It's an opportunity to share my knowledge."

The top issues most diabetics face are related to their food and counting their carbs, Siedlinski said. The more aware people are of what they eat and the ramifications, the better off they are.

For many diabetics, Siedlinski finds that when they test their blood sugar, they do so only in the morning, before they've eaten anything. "That's a mistake," Siedlinski said, "because it is not an indication of how their body will do under different conditions and different stresses."

"They should test at different times of the day, both before and two hours after meals," she said.

Cynthia Thomas of Wheaton went to see Siedlinski shortly after being diagnosed with diabetes. At the time, Thomas said she was still having trouble coping with the diagnosis, but Siedlinski

helped her better understand what was happening and what she needed to do next.

"Diabetes is one of the few conditions that you have power over. You can change your own life dramatically. You just have to know how."

– Maria Knecht

"I did not know about blood sugar monitors, I did not know what type of blood sugar monitors my health insurance would cover," Thomas said. "Melanie walked me through that. She also educated me about an appropriate menu plan for the day, how many carbs I was allowed, and the best types of foods

I should eat given my condition.”

Thomas met with Siedlinski first at one of the hospital’s monthly nutrition classes, but then also for a one-on-one session a couple of days later.

“Melanie gave me some excellent pointers and tips about how to handle things with my onset of diabetes, which I had just learned about,” Thomas said.

Siedlinski truly enjoys working with people, and through her classes, she helps them learn how to live better quickly. With some health management, patients see benefits almost right away.

“Diabetes is one of the few conditions that you have power over,” she said. “You can change your own life dramatically. You just have to know how.”

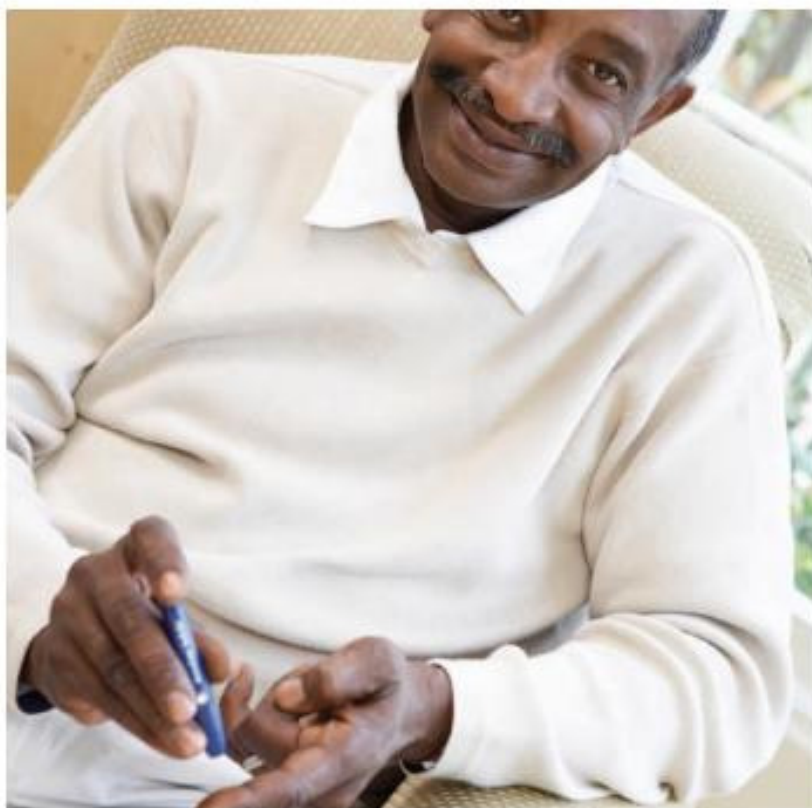
“People who develop diabetes often have to undertake major lifestyle changes, which can prove challenging. Knowing what changes need to be made, or how to make them, can be difficult. That’s why having someone like Melanie on staff is so important,” Adventist GlenOaks Hospital Chief Nursing Officer Maria Knecht said.

“Melanie is so passionate, and she is so giving of herself,” Knecht added. “Our patients benefit from her expertise and her drive and passion. She makes a tremendous impact on people’s lives.”

When she began as a diabetes educator more than 35 years ago, Siedlinski was among the first class of certified diabetes educators in the Chicago region.

At Adventist GlenOaks Hospital, most of Siedlinski’s work takes place on the inpatient units, where patients are admitted to the hospital. The hospital also offers free monthly programs.

Chris LaFortune is an Adventist Midwest Health media specialist.



A diabetes patient checks his blood sugar level.

Photo courtesy of hibu

35

Melanie Siedlinski has been a diabetes educator for more than 35 years in the Chicago region. She began her career as a medical-surgical nurse.

Last year, the hospital nominated Siedlinski for the annual National Nursing Excellence Awards in the category of education and mentorship.

Melanie Siedlinski provides ongoing education and mentoring to the hospital’s nursing staff, as well as patients, helping them expand their knowledge of diabetes and diabetes management, so they can better help patients. —**Chris LaFortune**

TESTING BLOOD SUGAR

For many diabetics, Siedlinski finds that when they test their blood sugar, they do so only in the morning, before they’ve eaten anything. “That’s a mistake,” Siedlinski said, “because it is not an indication of how their body will do under different conditions and different stresses.

“They should test at different times of the day, both before and two hours after meals,” she said. Siedlinski truly enjoys working with people, and through her classes, she helps them learn how to live better quickly. With some health management, patients see benefits almost right away.

—**Chris LaFortune**

Like this story? Tell us why.
hibumagazine.com/survey



Siedlinski teaches her courses at Adventist GlenOaks.

Photo courtesy of Adventist Midwest Health

Painting the Town

Wheaton will come alive with the bright hues of a color run this spring.



The color run puts smiles on the faces of participants.
Photo courtesy of Wheaton Park District



Proceeds from the color run will benefit charities and the park district.
Photo courtesy of Wheaton Park District

by *Bonnie McMaken*
Community contributor

After the dull and bitter cold of winter, Wheaton comes alive with color in the spring: a beautiful garden for the senses and a great excuse to get active outdoors. This April, the Wheaton Park District and the Rotary Club of Central DuPage will bring even more color to the city by hosting the city's first ever color run. The Wheaton Fun Run in Color 5k, which takes place on April 5 at 8 am, is a vibrant and active way to ring in spring with the whole family.

Dan Novak, Superintendent of Special Facilities at the Park District, was one of the catalysts for bringing a color run to Wheaton. Several years ago, he did one with his family in Chicago. "The best thing about it," he says, "is that it was a gathering for friends and family to be active and have a blast. And that's the environment we as a planning team are trying to capture with Wheaton's Fun Run."

So what exactly is a color run? Participants are encouraged to wear white or light colors to maximize the color potential. During the race course through Wheaton neighborhoods and Northside Park, they will pass through several "color stations," which will consist of volunteers who will shower the runners with vibrant hues. The color is food-grade quality cornstarch that is bio-degradable, non-toxic, and 100% safe. By the end of the race, participants will be walking kaleidoscopes!

"We don't want people to be intimidated about the 'run' part of this event," Novak said. "This event is geared toward fun. So while a participant can be a serious runner, they can also walk the course as individual, family, or team."

Kids are encouraged to participate and costumes are more than welcome as a way to express creativity. An after party will follow the race, with entertainment and the final color throw.

"This event is geared toward fun. So while a participant can be a serious runner, they can also walk the course as individual, family, or team."

– Dan Novak, Superintendent of Park Facilities

Proceeds from the he Fun Run 2014 in Color benefit local Rotary-supported charities and two Wheaton Park District foundations: The DuPage County Historical Museum Foundation and Cosley Zoo Foundation.

Registration for the race is \$20 for teams/groups (when 4 or more individuals register together) and \$25 for individuals. Children ages 5 and under are free. Participants receive a t-shirt as part of their registration (registered children do not receive a shirt). Race registration is expected to fill, so pre-registration is highly recommended. For more information, visit wheatonparkdistrict.com/funrun or contact Stephanie Taylor, race director, at staylor@wheatonparks.org or 630.510.4989.

Bonnie McMaken is the communications director for the Wheaton Park District.

Zoo Program Earns Award

Summer camp earns recognition for developing inclusive programming.

by *Sondra Katzen*
Community contributor

The Chicago Zoological Society's summer camp program has been awarded the 2013 Program of Excellence Award from the American Camp Association of Illinois.

The program was selected for encouraging children with and without disabilities to work together in groups and interact with peers through cooperative activities.

This past summer, staff at Brookfield Zoo worked with a task group of experts and mentors to develop a "ZooCamp for All" program that would serve a broad cross section of families, including those whose children have a challenge with mobility, mental capability, or emotional and behavior balance and self-management.

The staff received specialized training that allowed them to better meet the needs of children with disabilities, thus

enhancing the ability for children to acclimate and fully participate in the program.

"We are honored to receive the Program of Excellence Award," said David Becker, senior manager of learning experiences for the Chicago Zoological Society, which manages Brookfield Zoo. "It is a wonderful affirmation of our efforts to make ZooCamp an inclusive experience so that children of all abilities can enjoy our summer camp program together."

Funding

The ZooCamp for All program was made possible through a grant received by the CVS Caremark Charitable Trust. The grant contributed to the improvement of services for children with all forms of disabilities and led to the development of a specific approach of inclusion by utilizing the support of families and the community.

"The Chicago Zoological Society earned this award for its determination and commitment to develop a summer camp program that is inclusive of all children," said Gordie Kaplan, executive director of the American Camp Association of Illinois. "The exemplary program establishes a benchmark for other summer camp programs."

Sondra Katzen is the media relations director for Brookfield Zoo.

BY THE NUMBERS Zoo Camp Attracts 1,700 Children Annually

CHILDREN

1,700

Number the zoo program serves

AWARD

2013

Year of the excellence award

AGE

14

The camp is open to ages 4 to 14

NEXT CAMP

2014

Registration begins this month

CAMP LIFE

Zoo Program is Accredited

Each summer, ZooCamp at Brookfield Zoo serves 1,700 children ranging in ages from 4 to 14.

The camp is led by experienced educators who connect campers with animals and the natural world through games, activities, animal encounters, nature hikes, and zoo explorations. Online registration for 2014 ZooCamp begins in mid-March.

The society's summer camp program is the first in the country to earn American Camp Association accreditation. ACA-accredited camps are evaluated for up to 300 health, safety, and program quality standards.—*Sondra Katzen*



Campers take hikes to the zoo's Dragonfly Marsh to explore the natural world. Photo courtesy of Brookfield Zoo.

Itchin' to Update Kitchen? Five Steps to Ensure Success

Solid budget, careful analysis will help to turn those remodeling dreams into excellence and functionality.

by BPT News Service

Lots of people want to take on the daunting task of remodeling the kitchen. Forty-nine percent of homeowners surveyed by Houzz.com plan to gut their existing kitchens and start with a clean state. Anyone thinking about updating the kitchen will find these five steps mighty useful.

Create a budget. Before doing anything else, it's important for people to decide how much they're willing to spend. Whether it's a basic upgrade or a complete overhaul, a firm budget will help to create a realistic plan from the start. And remember that, no matter the price tag, people can do a lot of things to change the look of the kitchen.

Think about what you need, and what you want. How is the kitchen used? An avid baker probably needs extra counter space for rolling out confections. Couples who like to cook together may want an island, so they can work on either side of the counter. People who cook a wide variety of things will want plenty of cabinet storage, and probably a pantry.

Then there are wants — not necessities, but nice-to-haves. Companies continue to tinker with the things that make a home work well. For instance, a pulldown faucet lets people apply water where they need it most — from preparing meals and washing dishes to watering plants and filling pitchers.

Among the most popular — and most desired — wishes for the remodeled kitchen, according to the Houzz survey:

Fifty percent said a chef's stove.

Seventy-five percent of respondents want soft, neutral colors.

Sixty-five percent are looking to coordinate with stainless steel appliances.

A custom pantry is the most popular kitchen storage item, followed by a utensil drawer.

Granite is the most desired countertop material.

Research and plan. Sources for ideas and inspiration are infinite, especially online. Sites such as Pinterest and Houzz provide endless eye candy and design concepts for new kitchen space; Houzz can even recommend local professionals to contact.

To see what's possible — and to touch and feel those items — visit a local kitchen showroom. Most have a number of "rooms" to look at. Magazine and newspaper articles can provide valuable how-to information and design advice.

Figure out the approach. Some homeowners will hire a pro; others want to do most of the work themselves. However, anyone planning to knock down walls or rewire the kitchen is likely to need help from a professional contractor or a certified electrician. Avid do-it-yourselfers may feel comfortable installing cabinets, flooring and countertops. But anybody, of any skill level, can paint a room or install a faucet.

Get to work. Once there's a plan, with a budget, people need to get going. It may take some time to gather materials and line up skilled workers, and if there's no action, the remodeling dream may simply fade away.



New counters, a handy faucet, plenty of cabinets — these are among people's kitchen dreams.

Photo courtesy of BPT News Service

GOTTA GO!

See. Do. Enjoy.

Through May 13



Photo by Alex Keown

Exhibit Explores Faith During Hard Times

The Billy Graham Center Museum's Sacred Arts Gallery at Wheaton College is hosting an exhibit titled "Seeing Christ in the Darkness," which explores the graphic art of Georges Rouault and runs through Tuesday, May 13. Rouault, known as one of the most passionate Christian artists of the 20th century, was an expressionist who painted images that portrayed the suffering in the world, colored by the tragedies of World War I. The images in this exhibition examine the subject of suffering experienced by Christ, as well as the daily suffering of all people. His work is a metaphor for hope through struggle, according to the Wheaton College website.

—Alex Keown

The museum is at 500 College Ave. It is open to the public Monday through Saturday from 9:30 a.m. to 5:30 p.m. and Sunday from 1 to 5 p.m. Admission to the exhibition is free. Donations are welcome. For more information, call 630-752-5909 or visit bgcmuseum.org.

March 8



Photo courtesy of North Central College

'Chords for Kids' Concert Scheduled for Autistic Children

North Central College will host "Chords for Kids," the eighth annual concert for children with autism and their families. The concert will be held Saturday, March 8, at 7 p.m. at Wentz Concert Hall in the college's Fine Arts Center, 171 E. Chicago Ave., Naperville. Admission is free, but tickets are required. They can be obtained online or by calling the North Central College box office at the number below.

northcentralcollege.edu
630-637-7469

March 18



Photo by Alex Keown

New Book Group Discusses Sci-Fi, Fantasy at Library

The Wheaton Public Library has formed a new book group for the discussion of science fiction and fantasy. The group, open to teens and adults, meets on the third Tuesday of each month, including March 18, from 7 to 8:30 p.m. in Meeting Room C on the lower level of the library, 225 N. Cross St. Stop by the library to register for the group and to pick up a copy of the book to be discussed. Admission is free.

wheaton.lib.il.us
630-868-7520

March 21



Photo by Alex Keown

An Evening of Improv at Wheaton College's Armerding Hall

Get ready for an evening of comedy. Wheaton Improv at Wheaton College will host a performance Friday, March 21, from 7:30 to 9 p.m. at the Armerding Lecture Hall on campus at 698 Chase St. Wheaton Improv is a nationally ranked, student-run improvisational comedy club at Wheaton College, according to the college website. Admission to the event costs \$1.

wheaton.edu
630-752-5922

Entertainment

'Steel Magnolias' on Stage

Iconic play starts run at Wheaton Drama on March 21.

by Alex Keown
Editor

You know the story of the trials and tribulations of strong Louisiana women — as delicate as magnolias and as strong as steel.

Wheaton Drama presents Robert Harling's popular and beloved play, which begins its three-week run Friday, March 21. The production, directed by Lisa Dawn Foertsch, tells the story of a group of women who typically gather at a neighborhood beauty salon to talk about their lives and family members. Stories include dealing with complications from diabetes, marriage, having children, friendship and more.

Harling wrote the play based on experiences with his own sister's 1985 death resulting from complications with diabetes. The character of Shelby is based on Harling's sister. Both his sister and Shelby died from diabetic complications following childbirth.

"I would rather have 30 minutes of wonderful than a lifetime of nothing special," Shelby says in the play.

Auditions for the play were held in January with strict guidelines for incorporating a southern dialect.

Performances will be held Thursdays through Sundays from March 21 through April 13, at Playhouse 111, 111 N. Hale St. in Wheaton. Tickets are \$16 and can be bought online at wheatondrama.org.



"Steel Magnolias" will be performed at Playhouse 111.

Photo courtesy of Wheaton Drama

Cantigny Museum Hosts Musical Acts



Sleight Street performed at the museum in February.

Photo courtesy of Cantigny Park

by Jeff Reiter
Community contributor

Cantigny Park's Robert R. McCormick Museum in Wheaton will host the Metropolis Oboe Quartet on March 9 as part of its 2014 concert series. The Metropolis Oboe Quartet has been performing classical pieces of music across Chicagoland for nearly a decade. Classical music takes on new life and meaning through these high energy performances by the quartet. Band members say no two concerts are the same as the musicians change out tunes and include playful dialogue during the performances.

Other performances in 2014 include Sleight Street, who performed Feb. 9. Sleight Street, a dynamic a cappella ensemble from Naperville, features eight diverse singers who share a passion for creating beautiful vocal harmonies. Their repertoire includes songs from many genres and eras but focuses primarily on jazz, swing and pop standards. All of the singers are current or former members of the Naperville Chorus.

On April 13 the Maevis Jazz Quartet will perform.

Concert tickets are free, but distribution is by lottery due to limited seating in the museum's historic Freedom Hall. Those wishing to attend should call 630-

260-8162. Each winner will receive two tickets.

Details are online at Cantigny.org. All concerts are free, although parking is \$5 per vehicle.

The McCormick Museum was closed in January, but returned to its regular Tuesday through Sunday tour schedule in March. More information about Cantigny, including park hours, directions and details about upcoming events is online at Cantigny.org.

Jeff Reiter is the communications director for Cantigny Park and the Robert R. McCormick Museum.

Exploring Past Ice Harvesting Traditions

The living history program at Kline Creek Farm on County Farm Road featured an "ice harvesting" event in January, teaching visitors about "old-fashioned refrigeration" techniques people in the Wheaton area employed. Visitors were able to assist staff in the laborious process of collecting chunks of ice from Timber Lake.

Ice harvesting participants use saws and ice-breaker bars to pry blocks of ice loose from the frozen surface of Timber Lake at Kline Creek Farm. The ice chunks are shaped into blocks and stored in an old-fashioned ice house.

Photos courtesy of DuPage County Forest Preserve



A young visitor, left, drops a completed block of ice into the farm's ice house. The ice, after being insulated, would remain frozen for months, all without electricity and keep food cool for residents to use. Farm visitors cut ice from Timber Lake, center, after the ice was scored by a bladed sled, right. Harvesting ice was back-breaking work that allowed food to remain chilled through the hottest months of the year, said Keith McClow, the manager of Kline Creek Farm.

Photos courtesy of DuPage County Forest Preserve

Education

Looking for a College? Research Is Key

Good information will lead the way to a decision based on academic, social and financial fit.

by BPT News Service

High school seniors are facing a life-changing decision: "Which college should I go to?" They have more than 4,000 U.S. colleges and universities to choose from. The truth is that no university is perfect for every student, but with the right guidance and resources, students can find many colleges where they can succeed and thrive.

What should drive the choice? Not the best parties, weather, or where their best friend or boyfriend is applying. Instead, it comes down to academic, social and financial fit, says Katherine Cohen, CEO and founder of IvyWise and LinkedIn Higher Ed Expert.

"Imagine you're starting college tomorrow," says Cohen, one of the nation's top college admissions consultants. "Which courses would you take? Who would you be excited to study with? Are there research, internship and study abroad opportunities offered in your areas of interest? Which extracurricular activities would you take advantage of, on and off campus? Have you had an open conversation with your parents about their expected financial contribution?"

One interesting question: How does each school cultivate a culture of excellence? That is, a broad understanding among students that they are expected to study hard and excel.

Another: What really matters to a student? A strong academic experience? A mix of sports, academics and social activities? Community service? Study abroad?

Students should end up with a list of 12 to 15 good-fit schools, a balance of reach, target and likely schools, Cohen says. Then they can narrow that field to their finalists.

For students who aren't sure where to begin, she offers these tips:



The search for the right college is exciting; research is the key for narrowing the possibilities.
Photo courtesy of BPT News Service

Do research online. Students can visit college websites, page through course catalogs and even take virtual campus tours. They can get a real student perspective and good sense of campus culture by reading the school newspaper and blog online.

LinkedIn, the professional network, now offers LinkedIn University Pages. There, colleges can have dedicated pages to build community and directly engage with prospective students, current students, parents and alumni. University Pages allows college-bound teens to obtain important information, such as tuition costs and notable alumni. They can also gain insights about life on campus by connecting with current students and recent graduates.

Be a student on campus, even if for a day. Since students will likely spend four years of their lives at a school, there's no better gut check than an in-person campus visit. Students should plan to visit the schools they are seriously considering while school is in session. In addition to an official information ses-

sion and a campus tour, students should make time to explore the campus and the local community on their own.

Do's and don'ts of a campus visit: Do forgo the urge to stay in an expensive hotel and eat in a four-star restaurant. Don't miss the opportunity to have a meal with current students in the campus dining hall, audit a class in a topic of interest, and spend a night in a campus dorm room. Do take lots of photos and copious notes. Don't let mom and dad ask all the questions. Do wear comfortable shoes.

Alumni networks are a secret weapon.

Students should talk to their high school guidance counselor and see if any recent graduates attend the colleges that interest them. These alumni often come from a similar background and can talk about what the transition to the college was like. They may also be willing to host an overnight stay. The alumni network can help students connect with people who can provide insight into a profession — and who might be employers in the future.

UPCOMING EVENTS

Schedules are subject to change.
Call venues to confirm event information.

Let us know about any upcoming events.
Email us at wheaton@hibu.com.

MARCH

SATURDAY 1 Student Recital: Cathrine Peistrup and Anna Mc Clatchey 2 - 3 p.m.

WHAT: Wheaton College senior Cathrine Peistrup and Anna McClatchey perform a voice and piano recital on campus.
WHERE: Wheaton College (Pierce Chapel), 501 College Ave., Wheaton
PRICE: Free
INFO: Call 630-752-5099
FREE

SATURDAY 1 Student Violin Recital: Sophia Bouwsma 4:30 - 5:30 p.m.

WHAT: Wheaton College senior Sophia Bouwsma performs a violin recital on campus.
WHERE: Wheaton College (Pierce Chapel), 501 College Ave., Wheaton
PRICE: Free
INFO: Call 630-752-5099
FREE

SUNDAY 2 CSA Jazz and Pop Festival 3 - 4 p.m.

WHAT: This unique event highlights blues, jazz, pop, rock, contemporary Christian music and more!
WHERE: Wheaton College (McAlister Conservatory - Room 136), 501 College Ave., Wheaton
PRICE: Free
INFO: Call 630-752-5567
FREE

MONDAY 3 Student Piano Recital: Lilian Chou 7:30 - 8:30 p.m.

WHAT: Wheaton College senior Lilian Chou performs a piano recital on campus.
WHERE: Wheaton College (Pierce Chapel), 501 College Ave., Wheaton
PRICE: Free
INFO: Call 630-752-5099
FREE

TUESDAY 4 Greenhouse Tour 11 a.m.

WHAT: The tour will feature Bob Carr, Cantigny Grower, join him and check out the finishing touches on spring bedding plants and the beginning stages of summer plant series.
WHERE: Cantigny Park (Greenhouse), 15151 Winfield Road, Wheaton
PRICE: Free
INFO: Call 630-260-8162
FREE

TUESDAY 4 Student Horn Recital: Corin Drouillard 7:30 - 8:30 p.m.

WHAT: Wheaton College junior Corin Drouillard performs a French horn recital on campus.
WHERE: Wheaton College (Pierce Chapel), 501 College Ave., Wheaton
PRICE: Free
INFO: Call 630-752-5099
FREE

WEDNESDAY 5 Student Voice Recital: David Vander Ploeg 7:30 - 8:30 p.m.

WHAT: Wheaton College senior David Vander Ploeg performs a voice recital on campus.
WHERE: Wheaton College (Pierce Chapel), 501 College Ave., Wheaton
PRICE: Free
INFO: Call 630-752-5099
FREE

THURSDAY 6 2014 Best of Wheaton Awards 6 - 9 p.m.

WHAT: Join for an evening of excitement, suspense and drama!
WHERE: Hilton Lisle/Naperville, 3003 Corporate West Drive, Lisle
PRICE: \$75
INFO: Call 630-505-0900

SATURDAY 8 Suzuki Strings Senior Festival 10 a.m. - Noon

WHAT: In this concert, CSA's most advanced violin, viola and cello students will perform works of Mozart, Paganini, Faure and Vivaldi.
WHERE: Wheaton College (Pierce Chapel), 501 College Ave., Wheaton
PRICE: Free
INFO: Call 630-752-5567
FREE

WEDNESDAY 12 Blossom Bits Noon

WHAT: Join Beth Libby, Cantigny Floral Designer, at the Medill Room in the Visitors Center for this session. Each session you'll get some great ideas, tips and advice.
WHERE: Cantigny Park (Visitors Center), 15151 Winfield Road, Wheaton
PRICE: Free
INFO: Call 630-260-8162
FREE

SATURDAY 15 Oil Pastel Workshop 1 - 4 p.m.

WHAT: Participants will be introduced to the three step process of oil pastels as a painting medium by learning overall composition development to final accent and blending techniques.
WHERE: Wheaton College (CSA Visual Art Studio - Suite 109), 501 College Ave., Wheaton
PRICE: \$45
INFO: Call 630-752-5567 or visit csa.wheaton.edu

TUESDAY 18 Student Recital: Kimmy Sellers and Dylan Evers 7:30 - 8:30 p.m.

WHAT: Wheaton College students Kimmy Sellers and Dylan Evers perform a voice and oboe recital on campus.
WHERE: Wheaton College (Pierce



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UPCOMING EVENTS

Schedules are subject to change.
Call venues to confirm event information.

Let us know about any upcoming events.
Email us at wheaton@hibu.com.



Photo courtesy of Downtown Wheaton

Saturday, MARCH 29 • 10 A.M. - 4 P.M.

Downtown Wedding Walk

WHAT: Brides and their entourages are invited to spend a day in downtown Wheaton to sample cakes, gowns, learn beauty treatments and more.

INFO: There is a \$10 admission fee. Brides must register at downtownwheaton.com

Chapel), 501 College Ave., Wheaton
PRICE: Free
INFO: Call 630-752-5099
FREE

FRIDAY 21 Chamber Orchestra/ Ensemble Concert

7:30 - 9:30 p.m.

WHAT: Dr. Daniel Sommerville, associate professor of orchestral music and conducting at Wheaton, will conduct the performance.
WHERE: Wheaton College (Pierce Chapel), 501 College Ave., Wheaton
PRICE: \$10, Seniors (Ages over 60): \$5, Students and Wheaton College ID holders: Free
INFO: Call 630-752-5099

SATURDAY 22 Spring Splurge Craft and Vendor Fair

9 a.m.

WHAT: Enjoy over 70 local crafters and vendors!
WHERE: Fabyan Elementary School, 0s350 Grengs Lane, Geneva
PRICE: \$2, Children (Ages under 12): Free
INFO: Visit fabyanpto.org
FAMILY

SATURDAY 22 Student Trombone Recital: Brandon Dorris

4:30 - 5:30 p.m.

WHAT: Wheaton College senior Brandon Dorris performs a trombone recital on campus.
WHERE: Wheaton College (Pierce Chapel), 501 College Ave., Wheaton
PRICE: Free
INFO: Call 630-752-5099
FREE

TUESDAY 25 Softball Game Vs Benedictine University

3 - 7 p.m.

WHAT: The Wheaton College Thunder softball team hosts the Benedictine University Eagles in a softball doubleheader.
WHERE: Wheaton College (Leedy Field), 501 College Ave., Wheaton
PRICE: Free
INFO: Call 630-752-5079
FREE

TUESDAY 25 Student Organ Recital: Philip Fillion

7:30 - 8:30 p.m.

WHAT: Wheaton College junior Philip Fillion performs an organ recital on campus.
WHERE: Wheaton College (Edman Chapel), 501 College Ave., Wheaton
PRICE: Free
INFO: Call 630-752-5099
FREE

WEDNESDAY 26 Student Violin Recital: Hannah Maclean

7:30 - 8:30 p.m.

WHAT: Wheaton College senior Hannah Maclean performs a violin recital on campus.
WHERE: Wheaton College (Pierce Chapel), 501 College Ave., Wheaton
PRICE: Free
INFO: Call 630-752-5099
FREE

THURSDAY 27 Jazz Combo Spring Concert

7:30 - 9:30 p.m.

WHAT: The Wheaton College Jazz Combo performs a concert.
WHERE: Wheaton College (Pierce Chapel), 501 College Ave., Wheaton
PRICE: \$10, Seniors (Ages over 60): \$5, Students and Wheaton ID holders: Free
INFO: Call 630-752-5099

SATURDAY 29 Student Horn Recital: Timothy Bedard

2 - 3 p.m.

WHAT: Wheaton College junior Timothy Bedard performs a French horn recital on campus.
WHERE: Wheaton College (Pierce Chapel), 501 College Ave., Wheaton
PRICE: Free
INFO: Call 630-752-5099
FREE

SATURDAY 29 Student Harp Recital: Mikaela Umbs & Monica Kim

4:30 - 5:30 p.m.

WHAT: Wheaton College senior Mikaela Umbs and junior Monica Kim perform a harp recital on campus.
WHERE: Wheaton College (Edman Chapel), 501 College Ave., Wheaton
PRICE: Free

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INFO: Call 630-752-5099
FREE

APRIL

**TUESDAY 1
Garden Tour**
11 a.m.

WHAT: Tour will feature Todd Henderson, Cantigny Forester, scouting out spring flowering trees, shrubs and wildflowers.

WHERE: Cantigny Park, 15151 Winfield Road, Wheaton

PRICE: Free
INFO: Call 630-260-8207

FREE

**TUESDAY 1
Student Voice Recital:
Olivia Doig**
7:30 - 8:30 p.m.

WHAT: Wheaton College senior Olivia Doig performs a voice recital on campus.

WHERE: Wheaton College (Pierce Chapel), 501 College Ave., Wheaton

PRICE: Free
INFO: Call 630-752-5099

FREE

**WEDNESDAY 2
Student Violin Recital:
Nathan Heath**
7:30 - 8:30 p.m.

WHAT: Wheaton College junior Nathan Heath performs a violin recital on campus.

WHERE: Wheaton College (Pierce Chapel), 501 College Ave., Wheaton

PRICE: Free
INFO: Call 630-752-5099

FREE

**THURSDAY 3
Student Voice Recital: Jack
Lyons**
7:30 - 8:30 p.m.

WHAT: Wheaton College senior Jack Lyons performs a voice recital on campus.

WHERE: Wheaton College (Pierce Chapel), 501 College Ave., Wheaton

PRICE: Free
INFO: Call 630-752-5099

FREE

**FRIDAY 4
Baseball Game Vs Illinois
Wesleyan University**
6 - 9 p.m.

WHAT: Wheaton hosts the Illinois Wesleyan University Titans in a CCIW baseball game.

WHERE: Wheaton College (Legion Field - Lee Pfund Stadium), 501 College Ave., Wheaton

PRICE: Free
INFO: Call 630-752-5079

FREE

**FRIDAY 4
Men's Glee Club Concert**
7:30 - 9:30 p.m.

WHAT: The Wheaton College Men's Glee Club performs a concert.

WHERE: Wheaton College (Pierce Chapel), 501 College Ave., Wheaton

PRICE: \$10, Seniors (Ages over 60): \$5, Students & Wheaton ID holders: Free
INFO: Call 630-752-5099

FREE

**FRIDAY 4
Arena Theater: "Doubt - A
Parable"**
7:30 - 10 p.m.

WHAT: Arena Theater at Wheaton College presents performances of "Doubt - A Parable" by John Patrick Shanley.

WHERE: Wheaton College (Jenks Arena Theater), 501 College Ave., Wheaton

PRICE: \$9
INFO: Call 630-752-5800

**SATURDAY 5
Softball Game Vs Illinois
Wesleyan University**
1 - 5 p.m.

WHAT: The Wheaton College Thunder softball team hosts the Illinois Wesleyan University Titans in a CCIW softball doubleheader.

WHERE: Wheaton College (Leedy Field), 501 College Ave., Wheaton

PRICE: Free
INFO: Call 630-752-5079

FREE

**SATURDAY 5
Student Piano Recital:
Esther Molitor**
2 - 3 p.m.

WHAT: Wheaton College senior Esther Molitor performs a piano recital on campus.

WHERE: Wheaton College (Pierce

Chapel), 501 College Ave., Wheaton

PRICE: Free
INFO: Call 630-752-5099

FREE

**SATURDAY 5
Student Percussion
Recital: Tessa Highmark**
4:30 - 5:30 p.m.

WHAT: Wheaton College senior Tessa Highmark performs a percussion recital on campus.

WHERE: Wheaton College (Edman Chapel), 501 College Ave., Wheaton

PRICE: Free
INFO: Call 630-752-5099

FREE

**MONDAY 7
Softball Game Vs Carthage
College**
3 - 7 p.m.

WHAT: The Wheaton College Thunder softball team hosts the Carthage College Lady Reds in a CCIW softball doubleheader.

WHERE: Wheaton College (Leedy Field), 501 College Ave., Wheaton

PRICE: Free
INFO: Call 630-752-5079

**MONDAY 7
Student Voice Recital:
Suzanna Mathews**
7:30 - 8:30 p.m.

WHAT: Wheaton College senior Suzanna Mathews performs a voice recital on campus.

WHERE: Wheaton College (Pierce Chapel), 501 College Ave., Wheaton

PRICE: Free
INFO: Call 630-752-5099

**TUESDAY 8
Golf Fitness Workshop**
7:15 - 8:30 p.m.

WHAT: Gain more strength for added swing speed, power and distance. Improve posture, balance and flexibility for a stress-free swing with reduced injuries.

WHERE: Cantigny Golf Academy, (Callaway Golf Fitness - Suite D1), 27w270 Mack Road, Wheaton

PRICE: Couples: \$30, Adults: \$20, Children (Ages under 18): \$10
INFO: Call 630-567-7572 or email paul@callawaygolffitness.com

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AND ANOTHER THING ...

How Do You Deal With Poor Customer Service?

Wheaton resident Kathleen Ruggio provides insight into dealing with bad service.

by *Kathleen Ruggio*
Community contributor



Kathleen Ruggio
Photo courtesy of Kathleen Ruggio

As a consumer, how do you deal with subpar service? Think of the last time you experienced an issue at a store, hotel, restaurant, etc. Was the issue resolved? If given a do-over, would you handle the situation differently? Dining out, shopping or running errands can be productive & satisfying, but not all experiences go smoothly. Often our interactions with employees are perfectly fine and unemotional. When an experience

stands out as either truly amazing or utterly intolerable, those are the ones we remember. Both are worthy of attention.

I believe in notifying the owner of the establishment via letter. Complaining over the telephone might not have the same effect but here's a tip if you do.

"Call when you think few other people will be calling. He says peak call times are Monday mornings and lunch time, which is a busy time for many businesses. He explains that if you call when the customer service people aren't juggling multiple lines, they'll have more time to focus on you, which may allow for a faster, more beneficial outcome," Geoff Williams said in his book "3 Ways to Get your Customer Service Complaint Resolved."

Write a letter

Each time I've written a company, I've received a response. The establishment can't make improvements if they are not aware of the problem. After the issue is resolved, they are back in favor and others are aware of how the company handled the problem. According to Carrie Gendreau, speaker at the Vermont Travel Industry Conference 60-90 percent of customers don't complain to the establishment but simply stop going there all together. Gendrea said "on average the customer will tell an average of 10 people of their experience via yelp, face-book, Angie's list, twitter or in person."

Writing a letter is powerful. The immediacy of the complaint & your chances of resolution are much higher if you don't hesitate. Recently, I went to a local restaurant for a quick mid-day lunch. A Thursday at 11:30 a.m. was not their busy time. Most

tables were empty. After being seated in the booth, I continued to wait for 5-10-20 minutes as customers who arrived much later were already receiving their drinks and appetizers. Have you ever felt invisible & unimportant? Finally I flagged a server and asked if I could put my order in. I explained that in the past 20 minutes, every employee has simply walked by my table. She said that she could take my order but didn't know why no-one had come by.

Everything about the experience was slow – the service, receiving the bill, etc. I felt that my presence was simply an inconvenience. After I paid the bill I could only muster a 15 percent tip even though I believe in 20-25 percent when dining out.

Afraid of saying something regrettable; I left fuming but determined to do something productive about it. In the heat of the moment may not be the best time for your airing of concerns. I've said regretful things I wish I could take back. Ed Lawrence wrote a commentary on this topic and said "Declaring war is rarely a good strategy, no matter how wronged one feels. It pretty well ensures a bad customer service experience."

I channeled my frustration into a factual letter. Shortly after, I received a call from the manager herself. She remembered seating me but had forgotten to notify a server. She spoke sincerely and understood my frustration. Two days later I received a letter from her with a \$25 gift certificate tucked inside. I brought my family with me on a Friday evening and we all had an enjoyable dinner. I tell anyone who will listen this story & how promptly and effectively the owner handled it.

Just the facts

Please understand that I don't feel the customer is always right. We've all witnessed a patron over-reacting and raising their voice at an overworked and under-appreciated employee. Feelings get heated if we feel unimportant, rejected or cheated in some way. Especially if there's a disagreement and you're at an impasse. Resist the urge to become emotional. Keep to the facts, keep your complaint short, what steps have been taken & what you hope is a practical solution. Provide documents of the incident, such as photo, receipt, date, time of day and pertinent names.

No-one appreciates a condescending attitude. Possibly they are trained to think this is providing good customer service. My advice a brief, poignant letter written as soon as possible while the event is fresh in your mind has most favorable results for both you and the establishment.

—*Kathleen Ruggio is a Wheaton resident who takes a proactive approach to dealing with poor customer service.*

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