

VISITING HOURS:

Celebrating National Hospital Week And National Nursing Home Week

BY PAMELA J. REZAC, ED.D.
President & CEO, Avera Sacred Heart Hospital

This week marks National Hospital Week and National Nursing Home Week – both May 9-15. We are paying tribute to the pride, professionalism and people of health care with the hospital week slogan "Celebrating Health, Hope and Healing" and the nursing home week slogan "Enriching Every Day." These themes spotlight the extraordinary relationship between hospitals, long-term care facilities and the communities we serve. Avera Sacred Heart Hospital is fortunate to have both hospitals and nursing home services for not only the Yankton community but



Rezac

also is proud to be partners with St. Michael's Hospital/Avera in Tyndall, Wagner Community Memorial Hospital/Avera, Avera St. Anthony's Hospital in O'Neill, Neb., Irene Sunset Manor/Avera and Wakonda Heritage Manor.

Although hospital week in itself is cause for a celebration, I observe outstanding care and service that deserves recognition day in and day out at Avera Sacred Heart region's hospitals. America's hospitals play a unique role in our health care system. The care and

safe haven that hospitals provide 24 hours a day, 365 days a year is a major contributing factor in fostering the health and well being of the community and region. Community full-service hospitals and their staffs stand ready, around the clock, to provide a full spectrum of high quality, compassionate care, to respond to disasters and pandemic disease, and to care for all regardless of their ability to pay. Whether it's emergency, curative or preventative care, full-service community hospitals exist to meet everyone's needs.

In addition to improving the health of the community, hospitals throughout the nation are large employers within a

community. This brings economic benefits to these communities. In Yankton, Avera Sacred Heart Hospital is the largest employer in the Yankton region with nearly 1000 employees and a payroll and benefits approaching \$51.8 million. That is a tremendous economic impact on the Yankton region.

National Nursing Home Week is held each year with the first day of the celebration beginning on Mother's Day. Many nursing home residents are the people who planted the seeds that have made our communities grow stronger. They have been the teachers, the business people, the parents and other central figures who produced all of the good things that we now enjoy. This week gives us a chance to honor these special residents,

as well as the families, staff, volunteers and community. I'd like to applaud the exceptional staff at our long-term care facilities and all who take such wonderful care of our elders.

Health care plays a vital role in every community. Here in Yankton we are truly fortunate to have such high quality health care available - from physicians, to nurses, to technicians, to support staff - Yankton holds a treasure of health care services.

This weekly column is produced by the public relations office at Avera Sacred Heart Hospital to promote healthy lifestyles and provide useful medical information to our community.

Farmer Explains His Idea for Employer Practices And Struggles

BY VAL FARMER

Dr. Farmer, I know hiring and keeping employees is a wide-spread problem. I feel if I don't take action on this right away the outcome could be disastrous financially - both physically and mentally on me.

With the size of our operation I can't run it alone. Yet when I have an employee that I am depending on and he abruptly walks out on me I am in big trouble right now! Our last two employees worked five to six months and then abruptly left.

I am outlining what I consider to be reasonable practices I use as an employer of farm laborers. Why are we having so much trouble dealing with and keeping employees? What am I missing?

— a farmer from Illinois

His list of attributes as an employer:

— I am honest with my employees and expect them to be honest with me.



VAL FARMER

— I make it a point to stay completely out of their personal lives and respect their privacy and property.

— I am open to their suggestions and comments. I don't tell an employee to do something.

— In the right situation I give them a choice of jobs and let them know that I have no problem taking the most difficult or dirty job.

— I try to make employees feel they are part of a team. I share information with them, take them on field trips, and try to help them feel they are an important part of the operation.

— I always give an employee the benefit of the doubt, even if they look me straight in the eye

and tell me what I am pretty sure is a lie.

— If an employee and I have a major disagreement, I tell them we will go sit down, have a cup of coffee and talk. We will have no shouting matches in the barn yard. I stress this when I hire someone.

— When I have to discipline an employee, before I confront the person I think to myself, "I can make this a constructive conversation or a destructive conversation." I try to be as calm as possible before starting this type of conversation. Most of my instructions, in order to be very clear, are written and also in verbal form.

— I try to remain flexible and give people time off when they have things they need to do. I tell them to let me know as far in advance as possible. I expect an employee to be to work on time and if they have a problem being on time they need to call and let me know they are going to be

late.

— I stress safety at all times. I have never had an employee injured or hurt.

— I always refer to an employee as an employee, not as a hired hand.

— I try to set a good example of how I want things done. I try to spend an adequate, but not excessive, amount of time training people.

— I think an employee must be responsible for their actions.

Dr. Farmer's answer. This seems like a pretty good list to me. It is not obvious what might be causing the difficulty in retaining employees.

What might be missing from this list is helping the employee feel connected to the farm by describing the overall management philosophy and farm goals from the outset.

The basics need to be done the owner's way. The reason management philosophy is so important is that it underlies the

owner/operator's favored explanation for success. When family members and/or employees violate these principles it causes irritation or anger and sets the stage for ongoing conflict until there is coherence to the operator's basic goals and methods.

Don't be rigid with methods. Members and employees of the family business need to be on board with the overall principles and need leeway when it comes to methods and creative thinking when it comes to achieving farm goals. Not everything is a basic principle, some things are preferences especially when it comes to methods.

An owner/operator who dictates methods will eventually stifle the thinking, creativity and management perspective of employees/family members who need to be self-directed and to trouble-shoot problems with good judgment as they occur.

"An ounce of prevention is worth a pound of cure." When

hiring and training employees, owner/operators who review their management philosophy and put it in proper perspective avoid bringing people into the operation who are hell bent on doing things their way. Also by emphasizing what is really important at the outset, it saves a whole lot of piecemeal explanations, especially after mistakes happen.

Recognition is worth about as much as money. Employees and family members need to feel important and that their work is appreciated. Comments about a job "well done" mean a lot. Building a team feeling and encouraging pride in the work helps with overall morale.

Val Farmer is a clinical psychologist specializing in family business consultation and mediation with farm families. He lives in Wildwood, Missouri and can be contacted through his website.

This column is sponsored by Lewis & Clark Behavioral Health.

Koehler Receives Distinguished Senior Award From SDSU

Emily Koehler, daughter of Craig and Sara Jepsen of Gayville, recently received the Distinguished Senior Undergraduate in Chemistry Award from the American Chemical Society.

She was nominated by Dr. Matthew L. Miller, Professor of Chemistry at South Dakota State University. Emily received her award at the 2010 Sioux Valley Local Section Awards Dinner held at the Whisk and Chop in Sioux Falls on April 30th. Emily was nominated for her contributions to the field of chemistry throughout her undergraduate career. She tutored chemistry with the Winthrope Student Success Center and was



Koehler

involved in the National Science Teacher's Association Student Chapter. She currently works as a Formulation Chemist at Urethane Soy Systems in Volga.

She analyzes the physical properties of soybean oils which are then used to make polurethane products including seating foam, packaging foam, shoe inserts and insulation. Emily will be teaching high school science in De Smet in the fall.

TRACK

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first-class track like that, big-time meets will come to you," Winter said. "And we've already found that to be the case."

Though USD has hosted the last two Great West Conference indoor track championships in the DakotaDome, this year's meet will become the first DI outdoor track meet held in South Dakota.

Through the process of planning for this weekend's meet, Great West Commissioner Ed Grom has not only made a site visit to Yankton, but has had the opportunity to compare Williams Field to other venues — including last year's GWC outdoor meet at Rice University in Houston, Texas.

"I can tell you this for a fact. It's very rare to see a track-only facility at a high school," Grom said this week. "Usually tracks are inside football stadiums, and you'll only see a complex like the one Yankton has at schools like Nebraska or Oklahoma."

Unlike the GPAC meet, where schools came from the tri-state area, this weekend's Great West meet will feature eight schools from across the nation: USD, Chicago State, Houston Baptist, New Jersey Tech, North Dakota, Texas-Pan American, Seattle and Utah Valley.

That fact alone makes for a "unique" event, according to Lisa Scheve, the director of the Yankton Convention and Visitors Bureau.

Two RTEC Welding Courses Begin Next Week

Whether you have never welded before and want to learn the basics or you have welding experience and want to upgrade your skills, you'll find the class you need at RTEC.

Beginning Monday, May 17, RTEC will be offering a 48-hour Welding Basics course that will cover five different welding types including:

- Shielded Metal Arc Welding (SMAW)
- Gas Metal Arc Welding (GMAW)
- Flux Cord Arc Welding
- Aluminum Welding
- Tig Welding

At the conclusion of the course, you will have a better understanding of the different types of welding and can choose to enroll in a specific course to build upon your skills.

The Welding Basics course will be held from 4:30-8:30 p.m. on Monday and Wednesday evenings from May 17-June 28.

If you already know the basics and would like to improve your welding skills, you should enroll in

the American Welding Society (AWS) Certified Advanced Welding course. The primary welding processes to be covered during this course include GMAW or wire welding and SMAW or stick welding.

Upon successful completion of the course, which runs from 4:30-8:30 p.m. on Tuesday and Thursday evenings from May 18-June 17, you will have an opportunity to earn AWS certification.

Contact RTEC at (605) 668-5700 to register. For more information on this or other courses, stop by RTEC at 1200 W. 21st St. in Yankton or visit us online at www.rtecedu.org.



AM 1450

MORNING COFFEE

WEEKDAYS 7:40 AM MONDAY-FRIDAY

Thursday, May 13
7:40 Chamber of Commerce,
8:15 Convention and Visitor's Bureau

Friday, May 14
Yankton Housing and Rural
Development, 8:15 Boy Scouts
Bike-O-Rama and Scouting Camps

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"We've hosted events of this size before, but this is certainly a unique one because of the locations these schools are coming from," Scheve said. "Any time we have the opportunity to showcase our facilities, we always jump at that chance."

"I think we're very fortunate to host something like this."

Because the meet spans three days, most schools will arrive in Yankton on Wednesday and stay through Sunday, meaning the Yankton economy will see a significant boost in hotel use, dining services and other shopping venues.

Officials estimated that hotels in Yankton could see as many 20 hotel rooms per team for 3-4 nights. Winter said all the hotel rooms in Yankton are booked for the weekend, and that some schools are staying in Vermillion.

Though the Convention and Visitors Bureau did not put together a formal economic study for the meet, Scheve said numerous other businesses — especially restaurants and retail stores — across town could see a positive impact.

"Everyone is part of the visitor industry here in Yankton, whether you're a hotel, a restaurant or a retail store," she said. "You never really know what a person will need and where they might visit."

Athletes from the eight schools will also have the opportunity to utilize some of the other facilities at YHS, including the weight room and locker rooms if necessary. And one school, New Jersey Tech, will administer final exams in the YHS classrooms because the school had snow days to make up from earlier this year.

In addition to those spectators traveling from Texas or New Jersey, this weekend's meet will provide athletes from the area — including Yankton natives Ramsey Fitzsimmons and Ashlea Johnson, both members of the USD women's team — a chance to compete in front of their home crowd.

The same can be said for Emma Erickson, a USD sopho-

more from nearby Gayville. Erickson is the defending indoor champion in the 400-meter run and currently owns the top time in the 800 coming into this weekend.

"We have a lot of local girls who I know are pretty anxious to get out in front of their family and friends," Erickson said. "It's not very often you can do that, especially in a conference meet."

In the end, whether it's people coming for all three days, just one day or even one event, Grom said he is "extremely optimistic" that spectators will enjoy the action at Williams Field.

"We just hope to see some fans from the area coming out to support track," said Grom, who will be in attendance this weekend. "I know that's something Yankton is widely known for."

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—Property owners you are required to control noxious weeds on your property—

We will begin inspections May 17, 2010

Don't overlook possible Noxious Weed sites.

Control noxious weeds when they are young and easy to control

Possible Noxious Weed Sites

- Fence Lines and Roadsides
- Pasture
- Vacant Lots and Unused Areas
- Around Lakes, Streams & Dry Streams
- CRP Ground

- Windbreaks and Tree Plantings
- Field Borders
- Fields that were too wet to plant last year

NOXIOUS WEEDS FOUND IN THIS AREA ARE: Canada Thistle, Leafy Spurge, Musk and Plumless Thistle, Creeping Jenny, Perennial Sow Thistle, Russian Knapweed, Hoary Cress, Wormwood, Purple Loosestrife. Spraying and inspecting will begin as soon as weather permits.

NOTICE ~ ANY LAND INFESTED WITH NOXIOUS WEEDS NOT CONTROLLED WILL BE PUT ON ENFORCEMENT

Yankton County Weed Board

Call the Yankton County Extension Office and your Weed Supervisor 605-665-3387

