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FIRST-PART of a three-part special section series

Sunday, February 12, 2017

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At Your Service — a special section that will appear in the Feb. 12, 19 and 26, 2017, editions of the Dispatch•Argus•QConline.com — will introduce you to many of those workers. Don't miss this section if you're looking for someone who can do a job for you. Our stories will focus on all kinds of workers who are ready to be at your service.

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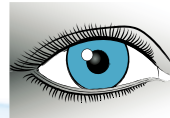
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‘There’s hundreds of charitable organizations that benefit from this. **The feeling is overwhelming knowing that you can help these organizations.**’

BILL ANDERSON

Gary Krambeck/gkrambeck@qconline.com

Bill Anderson, of Rock Island and Harvey Green, of Geneseo, have been long-time volunteers at the John Deere Classic, in charge of marshals at the tournament.

**At
YOUR
Service:**
Q-C workers who are on the job for you!

John Deere Classic volunteer family pitches in to get things done

BY TOM JOHNSTON
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An affinity for the game of golf drew both Bill Anderson and Harvey Green into an interest in the professional golf tournament held in the Quad-Cities each year.

A burgeoning appreciation for what the John Deere Classic does for the area has kept bringing them back for about 40 years each.

Mr. Anderson and Mr. Green are two of the longer-running volunteers who help keep the JDC running smoothly. Their efforts are on display daily at the annual PGA Tour event.

The two are among seven on the marshals committee who ensure there are enough volunteers placed in the needed spots during the annual event at TPC Deere Run. The committee schedules, assigns, trains and manages as many as 900 of the tournament’s 1,500 volunteers. Each day of the tournament — from Wednesday’s pro-am through Sunday’s final putt — at least 300 marshals are needed on the course.

“The marshal group takes such a huge role when you consider they are the traffic directors for the entire property,” said Clair Peterson, JDC tournament director. “Every tee, green and fairway needs to be monitored.”

While the duties are as daunting as they are appreciated by tournament officials and players, these guys toil mostly in the background. There is little to be gained

by volunteering to help handle the largest volunteer contingent associated with the tournament. But there are a few things that keep bringing them back.

“All the 1,500 volunteers are like one big family,” said Mr. Anderson, who will be working his 43rd JDC this summer.

For Mr. Green, a retired Geneseo High School teacher who will be part of his 38th tournament in July, being involved with the JDC was a different experience.

“It’s fun. It’s a completely different group of people,” he said, comparing each tournament to a family reunion. “I worked with kids for nine months out of the year, and this was a chance to be with adults. This is a completely different setting than the school setting I was used to being in.”

For both, another common denominator is the game itself. Mr. Anderson said he was transitioning from competitive softball into golf when he got the itch. Mr. Green said he had just moved to Geneseo after being married and was “just starting to get into golf” when he went to watch his first tournament and became intrigued.

“It looked like the people on one side of the ropes were having more fun than the people outside of the ropes,” Mr. Green said of the volunteers.

Mr. Anderson, who started as a marshal, was somewhat “recruited” into more substantial duties by Jim Epperly, a friend who, at the time, was the tournament director.

“He asked if I would be on the admissions committee; he needed somebody he could trust on that,” said Mr. Anderson. “I did that for several years — working will call and everything else. The problem with working admissions was that I didn’t get to see hardly any golf.”

The amount of golf they see still is limited. They enjoy their tourney-week perch above the 18th tee box on the east side of the Deere Run parking lot. When not in their tent tending to administrative and logistical duties, they can be seen cruising the course and solving problems that

crop up. Long days and short nights are the norm for one week per year, and they wouldn’t have it any other way. That’s why they keep coming back.

“What other event can you volunteer for that helps all these other charitable organization like the John Deere Classic does?” Mr. Anderson asked. “There’s hundreds of charitable organizations that benefit from this. The feeling is overwhelming knowing that you can help these organizations.”

There is also a feeling of pride in being able to put together much of the tournament with an all-volunteer crew, too. Mr. Green, who is active in local theater; also helps with course setup and breakdown each year and said he loves watching the finer details come together.

“It’s like producing a great big show and having the show come to fruition and be a hit,” he said of the satisfaction of a successful tourney each year. “Seeing it come together from the inside is pretty special.”

Being able to be there to help out wherever their services are needed is special, too. When asked his favorite duty during the tournament, Mr. Anderson quickly responded “everything.” He also points to the course setup as one of his favorite aspects of the tournament.

“The Friday before the week of the tourney, we go out and do all the staking and roping,” he said. “We have multiple people out there helping us — from board members and their kids to other volunteers. Laying out the course is a lot of fun.”

Having volunteers to do most of the “grunt work” also is unique to PGA Tour events. While most of the 48 Tour events have professional companies handle all of the infrastructure, much of that at TPC is left to volunteers.

“This group,” Peterson said, “is so selfless and generous with their time.”

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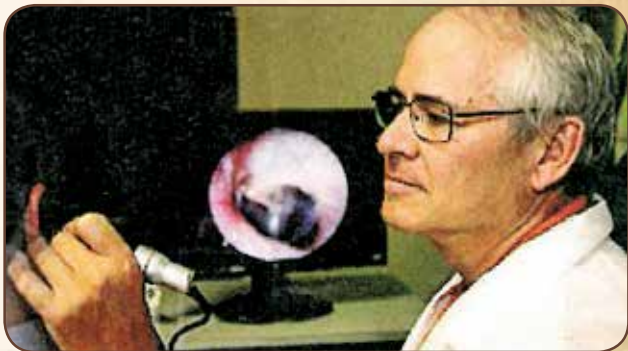
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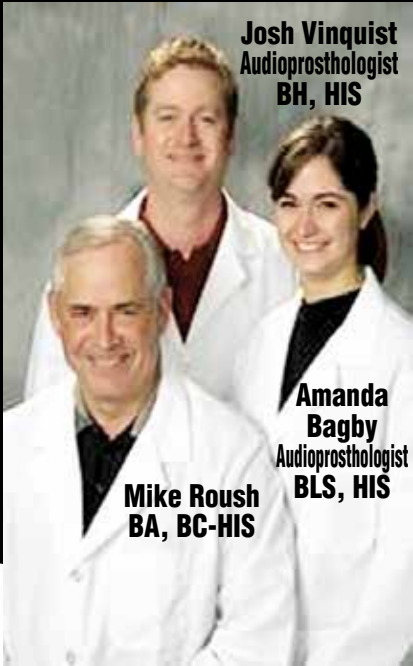
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Guitar guru isn't just stringing them along

BY ANTHONY WATT
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The shape is unmistakably that of a guitar. But after that, Tony Carducci's creation takes a sharp, tumbling turn into science fantasy.

Copper-sheathed and bedecked with coin-sized gears, the guitar is a steampunk enthusiast's dream. A panel moves to reveal ... well ... an orb. An orb making light that arcs across a tiny screen like colorful lighting.

Mr. Carducci said he has no idea what the device is called. He thinks it might have been part of a belt once. "Found it on a Chinese website," he said.

Similar to the frenetic — and often mad — inventors of steampunk, Mr. Carducci uses the mundane to turn out a creation that fits the moment's needs, either his own or those of his clients. Much of the work has nostalgic themes: cartoons or toys from childhood, a favorite movie or theme or genre.

One double-neck guitar resembles the Mach 5, Speed Racer's red-and-white, needle-nosed super car. Another is, to put it politely, very green, with a defiantly sneering head of a Teenage Mutant Ninja Turtle etched into the body.

Some are commissions; others he uses on stage with his own band, Stone Tattoo. Some are display pieces that catch people's attention at West Music in Moline, where he repairs guitars — though he does not describe his job as work. He gets to play with guitars all day.

"I don't work," he said. "I love what I do."

He shows what he builds on his Facebook page.

Many people helped lead Mr. Carducci and his talents to where they are today, he said. Most recently it is his wife,



Mr. Carducci uses the mundane to **turn out a creation that fits the moment's needs**, either his own or those of his clients.

Meg McLaughlin / mmclaughlin@qconline.com

Tony Carducci poses for a photograph with one of the many guitars he builds by hand at West Music in Moline.

Charity. Mr. Carducci said many of his projects get their start with her saying something like, "Hey! You haven't done something like this!"

She gets the credit for the steampunk guitar, he said. It is a genre of which she is a fan.

The techs and owners of the music stores where he worked or shopped taught him

more about repair. Rick Nielsen, of Cheap Trick, inspired him though his own collection of unique guitars.

Each of Mr. Carducci's modification projects is different, he said, requiring different approaches and techniques.

He wanted an aged look to the copper on the steampunk guitar. Ammonia water did the trick.

The ninja turtle guitar's appearance is deceptively simple. Achieving a green shade similar to the reptilian heroes' skin tones required research, he said. The turtle's face?

"This is laser-etched into the body," he said.

Yes. Lasers.

His earliest influence, though, was that spark — whatever it is — that lets a person know as a child that something, some talent or happening, will be a part of their lives.

He said he knew as a boy he wanted to be involved in music.

The rest of his family — his father, his brother — are "fixers," he said. They work on cars for fun and profit. He said he also had an interest in it, but music and art had a stronger pull.

He said that, as a child, he tinkered with his instruments, getting into their innards and trying to improve their performance. But he often was challenged putting them back together.

"I was the kid that took my stuff apart," he said.

He said his father worked with him to put the guitars back together. But at one point, he told his son that, if he was going into music, he should learn how to fix instruments.

Mr. Carducci sees this as a major turning point.

"I listened to my dad," he said.



Meg McLaughlin / mmclaughlin@qconline.com

A couple of the many handmade guitars built by Tony Carducci.

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Hy-Vee cafe manager loves working with the public

BY JONATHAN TURNER
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If Hy-Vee boasts “a helpful smile in every aisle,” Theresa Bull has to be one of the best helps in the entire supermarket chain.

The perky assistant manager’s wide grin lights up the Market Grille in the Avenue of the Cities store where Ms. Bull, a 58-year-old East Moline native, greets breakfast customers by name.

“I love working with the public, being around people,” she said. “Our customers are No. 1, and we treat ‘em with respect, show ‘em that we care. We’re here to take care of them.”

“We have our regulars. We have new people coming to try us every day,” Ms. Bull said of the full-service restaurant that’s part of many stores in the West Des Moines-based chain.

This Market Grille, begun in June 2015, is open 6 a.m. to 9 p.m. Sunday to Thursday and 6 a.m. to 10 p.m. Friday and Saturday. Ms. Bull oversees the cafe and waits on customers; her shift is typically weekdays 5:30 a.m. to 1:30 p.m.

“I’m here to make sure everybody who comes in here has a good experience, and they’re happy when they leave,” she said. “A lot of people know me, and they come in to see us. Each day is great; each day is different.”

Ms. Bull doesn’t mind working early. She drives 45 minutes — from south of Viola — to get to work.

Her alarm goes off at 2:30 a.m.; she has coffee, watches some news.

“I don’t like to rush. I don’t mind gettin’ up early,” she says. “I gotta leave by 20 to 5, so I don’t have to speed.”



Gary Krambeck / gkrambeck@qconline.com
Theresa Bull, Hy-Vee Market Grille assistant manager, at 4218 Avenue of the Cities, Moline.

“There aren’t many cars on the road — just me.”

Ms. Bull has worked for Hy-Vee for 16 years, since her store opened in 2001, and always has been in the dining area. Before that, she operated an in-home day care in East Moline when her kids were little.

“I always wanted to work for Hy-Vee — always loved Hy-Vee, always shopped at Hy-Vee,” she said.

Her five children — three married, two engaged — all live in the area. She and her husband have 20 grandchildren between them, ranging in age from one month to 21 years. Ms. Bull has no plans to retire anytime soon.

Before the Market Grille opened, Ms. Bull was among the first eight employees honored with the Hy-Vee Legendary Customer Service Award in 2005. Her photo has appeared for years on 17 of the company’s big delivery trucks.

“It’s a big to-do; we get to go to Des Moines for a banquet,” Ms. Bull said. “That was exciting.”

The awards were established to recognize the rank-and-file workers who go above and beyond when it comes to taking care of customers, according to the company, which has a Hy-Vee Legendary Service Hall of Fame.

“Through the years, our employees have made the name Hy-Vee synonymous with friendliness, caring and outstanding customer service,” Hy-Vee board chairman


‘Our customers are No. 1, and we treat ‘em with respect, show ‘em that you care. **We’re here to take care of them.’**
THERESA BULL

Ric Jurgens said when the program was first established. “This award honors the best of the best, and each of these individuals reminds all of us what it really means to serve the customer.”

According to Hy-Vee, Ms. Bull “greet[s] customers with a warm, friendly smile and a sparkle in her eye and knows most of her customers by name. She is patient, efficient and personable. Her service is so outstanding that customers seek her out to say hello even if they’re not eating in the casual dining area.”

Customer Jon Laird, who nominated Ms. Bull, said her work ethic is a good example of how an employee can enhance the atmosphere of quality service. “Her attention to detail makes the difference between just another trip to Hy-Vee and actually looking forward to breakfast at Hy-Vee.”

When the Market Grille replaced the former open dining room that was more self-serve, it was hard at first “having doors separating it from the rest of the store,” Ms. Bull said. Compared to before, she has more staff to oversee, including the bar area.

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Strung by Shawna: Davenport woman turns wood, yarn and nails into art

BY LAURA ANDERSON SHAW
landerson@qconline.com

With a nail in one hand and a hammer in the other, she makes her way around the board, following the design template she created and marking the spots where she soon will pound in nails.

There's a bit of a rhythm when Shawna Fibikar works. A few pounds and a pause, a few pounds and a pause. "There is something about sitting down with something as simple as a piece of wood, some nails, a design I've created and yarn (or) string that brings me peace," the Davenport woman said.

Ms. Fibikar started to make string art toward the end of August 2015. To do so, she designs templates to create pictures or words. Then, she cuts, sands and stains a piece of wood for the design and uses painter's tape to tack her template to the board. After she marks where the nails ought to go, she removes the template and pounds them in, and then carefully winds yarn between the nails to fill in the design.

Before she stumbled upon string art, she had been searching for popular crafts for a new venture: teaching Pinterest-style craft classes in her free time. She discovered string art in a Pinterest search, she said, and began to teach herself how to do it.

"I found the visual of it very appealing but the execution of it frustrating," she said. "There was no consistency in how string art was done in the dozen or so resources that I found, so I decided to figure it out myself by trial and error."

After she successfully strung a board, she decided to teach a class on it that September.

"It was quite ambitious," she said. Four students took the three-hour class, and when the time was up, they hadn't finished pounding the nails into

Meg McLaughlin / mmclaughlin@qconline.com
Shawna Fibikar, of Davenport, began her string-art business, Strung by Shawna, in January 2016. Here, she poses in her Davenport studio with the first board she strung.



"I'm making something or **teaching another person to make something that they will love** to have in their home ..."

SHAWNA FIBIKAR

their boards, nevermind adding the string. "Though I left that class knowing I needed to figure out how to streamline the process, the one thing that stuck with me was I had found something that made me ridiculously happy to make," she said. "I created a string monster within myself."

In October 2015, Ms. Fibikar decided to string some boards for a craft show during Thanksgiving weekend. She also began to sell her boards at Crafted QC, 217 E. 2nd St., Davenport. At the time, she was doing some freelance web design and social media content management for Q-C businesses and telecommuting as a print/digital project manager for an advertising agency in Omaha, Neb. She would work for three weeks in the Q-C and one week in Omaha.

After finding success selling boards at Crafted QC and the Thanksgiving craft show, Ms. Fibikar decided to give teaching string art another shot. By then, she had made and strung 300 to 400 boards, worked out a lot of kinks and fine-tuned the process, she said.

"It was two-fold with making the decision to starting (Strung by Shawna) with it," she said. She had the opportunity to teach classes at Crafted QC, and she had "an inspiring conversation with a person who had placed a custom order for Christmas. She said she would be willing to gather friends to do a class so I could test my teaching methods," she said.

That class gathered 22 people January 2016, "and I left that class knowing I could do it. I could go full force in transitioning to teaching full time" with Strung by Shawna, she said. "I quit my jobs and scheduled my first class with Crafted QC" for February. "It sold out in days, and we had to schedule a second class."

Since last January, she has taught more than 2,900 students.

"Though it looks simple, there is a process that makes

a difference in something looking done versus great," she said. "It's not just adding string to the nails on a board; it's seeing the potential in those materials that brings it to life."

Ms. Fibikar said the projects are for all ages, especially if the particular project is modified for a person's skill level or age. She said she has students as young as 6 years old in her classes.

Strung by Shawna is a "family business," she said. She designs all of the templates herself, including customized requests, such as pet portraits.

"My 19-year-old son, Chandler, helps cut all of the wood, and he hand sands and hand stains everything, too. He steps up to help (make kits) when needed," she said.

Her assistant, Chelsea, helps her with larger classes, administrative work and making kits, too.

She teaches classes within a three-hour radius of the Q-C, she said. A list of upcoming classes is available in the events section of her Facebook page, facebook.com/strungbysawna.

Her classes run between \$40 and \$45 per person, depending on the design, and all materials are included except for the hammer. Kits including a template, board, yarn, nails and illustrated instructions run \$35 to \$45, and custom orders vary based on the design, she said.

A year into her new business venture, Ms. Fibikar said she is feeling solid in her class offerings and has plans to open a website and an Etsy shop, where she will take custom orders and offer finished boards, DIY kits and printable templates.

"I'm able to create something from my heart," she said. "This adds joy to my day knowing I'm making something or teaching another person to make something that they will love to have in their home or share with a friend (or) family member."

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95-year old crossing guard is 'legendary'

By Tomoya Shimura
The Orange County Register (TNS)

Ila Boyer has been a fixture at the busiest intersection near Northwood Elementary School for the past 13 years.

As a crossing guard, she greets children with a smile, sometimes giving them a pat on the back or a warm hug, while protecting them from rushing cars. She never loses her cool, even when she's dealing with obnoxious drivers, parents say.

"She's legendary here," said Jennifer Duong, whose three children all attended Northwood Elementary. "Without Ms. Ila, our kids wouldn't be safe."

To show their appreciation, neighbors around the school hosted a surprise birthday celebration for their beloved crossing guard at Boyer's usual spot at Southwood and Colt.

Those who didn't know her age were shocked to learn she had turned 95.

"It gets really crazy here," said Liza Angier, who organized the celebration with fellow parent Shannon Boothroyd. "She allows kids to cross it without any fear. She doesn't get upset with them or the drivers. She does it with such grace."

A birthday banner, balloons and a table with flowers and gifts were in place before Boyer showed up for work. When she arrived, she was greeted by children who handed her thank-you cards.

"It makes me feel so grateful," Boyer said. "I try to do a good job, and I think it tells me that they are pleased maybe with my work."

Boyer had lived on a farm in Missouri with her husband and daughter. After her husband died, she moved out to California to take care of her ill sister.

Then, one day 13 years ago, someone suggested she become a crossing guard. Boyer, 82 at the time, decided to give it a shot as a way to stay active.

She's been at the corner ever since, hardly missing a day.

"I just waded my way through it, and I'm real comfortable with it, of course, after that long," Boyer said. "I'm a morning person, and I like to get up and get going."

And I love to come out here every morning and get these kids across the street."

The job comes with some risk.

One morning, she helped children cross the street and turned around to walk back to the other side when she realized a car was speeding toward her. It barely missed her, finally stopping in the crosswalk. The driver threatened to report Boyer to the police.

"I said, 'Go ahead and hang yourself' because he was in the wrong," she said. "If I hadn't been really on alert, he could have run over me. I've got used to it, so I know pretty well what to do."

Boyer drives several minutes to work from her senior community each morning, then returns home to take care of her and her neighbor's yards before driving back to cross children in the afternoon.

"She's just a busy little beaver," said her daughter, Jill, who lives in Lake Forest.

Boothroyd, whose 10-year-old son attends Northwood, said Boyer's charm provides more than safety.

"She's just got a smile for everybody," Boothroyd said. "She says 'hi' to every kid every morning. And some kids, I think it's the only smile they get that day. She's the perfect way for our kids to start their day."

During the birthday

Mark Rightmire/Orange County Register/TNS

Francesca Mazzeo, 10, stops on her way to Northwood Elementary School to give crossing guard Ila Boyer a card and flowers for her 95th birthday on Friday morning. Boyer has been a crossing guard at the corner of Southwood and Colt in Irvine for the past 13 years.

celebration Friday, a mother walked up to her and thanked her for protecting her three children for years, telling her she was worried when Boyer didn't show up a few weeks ago.

Boyer told her she'd suffered terrible allergic rashes from her skin-

cancer medicine.

"That's the sickest I've ever been in my life," Boyer said. "I've always been active, and I've tried to eat a good diet, but I cheat now and then like anybody."

"I don't feel 95. I want to stay active, and I'll do this as long as I can."

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Veteran pizza driver: Days are different, yet the same

BY GEROLD SHELTON
gshelton@qconline.com

Delivering pizzas for Happy Joe's has played a significant role in Joe Stroehle's life for the past 14 years.

He said, when he started in October 2002, his plan was to work there for a year or two.

"Never in a million years did I think I would be delivering pizzas when I was 38 years old. As a younger kid, I would have thought was probably meant I had done something wrong or made some wrong choices in life," Mr. Stroehle said. "It's funny how once you start getting on with things you just kind of end up where you are. I don't regret it at all."

Mr. Stroehle met his future wife, Michelle, in 2008 when she started working at Happy Joe's as a pizza delivery driver as well. They got married in 2013 and decided to spend money they were going to use to buy a house to fund their business venture, Riverbend Retro, 520 W. 2nd St., Davenport. The shop sells vintage furniture from the 1950s and 1960s.

Before he started at Happy Joe's, Mr. Stroehle attended three different colleges, finally graduating with a degree in anthropology from the University of Iowa.

"Which is why I am a pizza delivery driver," Mr. Stroehle said with a laugh. "I started here thinking I'll just work here for a year or two, take some time off, typical story. I started making pretty good money right away and started actually being able to pay some bills and student loans."

Right now, Mr. Stroehle works six days a week. He would like to cut a day, but doing so could cost him as much as \$5,000 a year in income, he said.

"I like the fact that I can come in here and work as hard

Brian Achenbach / bachenbach@qconline.com

Joe Stroehle, a delivery driver for Happy Joe's, on Spruce Hills Drive in Bettendorf. Stroehle has been delivering pizzas since October 2002. He also owns Riverbend Retro with his wife Michelle.

as I want to work and essentially make about as much money as I want to make in a short period of time," Mr. Stroehle said. "It is never the same day two days in a row. Always different set of deliveries, different challenges, and in a way it never gets old. I like the convenience of it."

Affixed to Mr. Stroehle's Happy Joe's work shirt is a name tag that reads "Joe, Team Leader." After pointing this out, he let out a sigh and explained that he indeed has been bugged about the name similarity over the years. He said people would ask him, "are you Joe?", referring to founder Joe Whitty.

"My old name tag, I had it say 'Joseph' because that cut it down about half, because people didn't quite put two and two together," Mr. Stroehle said with a laugh. "I got promoted to Team Leader and I got this fancy name tag and it says 'Joe' and I didn't have the heart to tell them I would rather it say Joseph. I should lose it on purpose and then they can get me the right one."

His favorite pizza is one that his employer did not originate, but now owns the rights to: the sausage Chef's Hat pizza. The rights to the Quad-City style pizza recipe were obtained when the company purchased the former Chef's Hat, 1616 W. Locust. The location is now the company's Happy Joe's PizzaGrille. The crust is only available in select corporate stores, according to Mr. Stroehle.

When Mr. Stroehle delivers a pizza, he realizes the

importance of ensuring the pizza makes it there hot and in a timely manner.

"I know a lot of times people order because maybe they had a long day and they didn't want to make dinner," Mr. Stroehle said. "People are genuinely happy to see me a lot of times. In a lot of ways it can be gratifying."

He noted that the job itself tends to not be very high on the respect ladder, but he still enjoys working with the "close knit but dysfunctional" team at Happy Joe's.

"Drive around town and I will get flipped off, I'll get yelled at," Mr. Stroehle said. "People think that just because I have a sign on my car they have a right to criticize me."

Ten years ago, he was giving a ride to one of his co-workers who had a learning disability. At a stoplight, a school bus of middle school children pulled up next to him and through a small open crack in the window, he heard one of the children yell "bet you wish you would have went to college."

"I will never forget that," Mr. Stroehle said. "I was like what the hell. Talk about demoralizing."

In addition to driving, Mr. Stroehle also has to fold pizza boxes, wash dishes and occasionally steps into the kitchen to make pizzas.

"I like the familiarity of it, knowing what to expect when you come in here. A lot of the drivers have been here a long time, so I am pretty good friends with them," Mr. Stroehle said.

"Everything going on is crazy out there and I come here and I work and I know exactly what to do and what is going to happen. It's kind of comforting in a weird way."



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Bandits' catering manager loves to meet ballpark fans

BY MARC NESSELER
nesseler@qconline.com

Though she works at a minor-league baseball stadium, Barb Wier, of Coal Valley, did not start out as a baseball fan.

However, because she works at a baseball stadium, because it means being around happy faces, she has learned to love the sport.

"I'm getting to be a baseball fan. The fans are awesome," said Ms. Wier, who has been in the catering business for 10 years. She will be in her third year as the catering manager for the Quad Cities River Bandits at Modern Woodmen Park when the season begins in April.

"The Bandits are family," she added. "It is all family-oriented. It's outside. It's fresh air."

If you are on the picnic grounds at Modern Woodmen Park or in one of the suites, chances are you might have met Ms. Wier.

"I am in charge of all premium food services. Whenever food is involved, I'm it," she said. "I am there for the fans. I want to make sure their dining experience is great and hope that they come back."

"I walk the concourse and interact with the fans," she said. "I meet each person who has booked a suite. I like to go and say hi."

Actually, it would be a tough choice for Ms. Wier to pick



'I am there for the fans. I want to make sure their dining experience is great and hope that they come back,'

BARB WIER



Brian Achenbach / bachenbach@qconline.com

Barb Wier, catering manager for the Quad Cities River Bandits, poses for a portrait at Modern Woodmen Park in Davenport.

her preference between the experience of the picnic area or the suites.

"Oooh, tough question," she said. "For the picnics, you get to be outside and there are a lot of people. Then again, the plus of the suites is that, for that hot day, you have the air-conditioning. I'd say that for the picnics, you get the bigger groups of fans, but for suites, it is more personalized."

As for the food product the River Bandits offer, she says the organization continues trying to update its menus.

"They do the all-you-can-eat picnic menu," she said. "From hot dogs to brats to pulled pork, there is something there for everyone."

For Ms. Wier, the job is a year-round venture. Even when baseball is not in season, food at the stadium is.

There are events often held at Modern Woodmen Park that use the catering service.

"I love my job so much, sometimes I forget how many years I've been there," Mr. Wier said.

A perk she enjoys is being able to visit other minor-league stadiums "to gain support and learn what else is out there," she said. Her favorite road venture so far is Peoria's Dozer Park, home of the Peoria Chiefs in the Midwest League.

Still, for Ms. Wier, there is no place like home when it comes to baseball.

"I love the Quad-Cities," she said. "It is a great hometown, a great place to live. I've raised my family here, with two sons, a daughter-in-law and my first grandbaby on the way."

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Village Inn’s buzz is music to longtime manager’s ears

BY JOHN MARX
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Telling the story — one he’s shared hundreds of times — Tim Masterson asks you to listen with him.

Soon there is the chatter of the gathered Village Inn customers. There is a shuffling of chairs and silverware tapping atop a table. Dishes clank and a floor sweeper brushes atop the all-purpose carpet. Order-related conversations between kitchen and wait staff are audible as well.

In his mind, the buzz of the Village Inn he guides is a beautiful symphonic hum.

“After 36 years in the business, I still get asked what attracted me to it,” said Mr. Masterson, the general manger of the First Street, Moline, eatery where he has worked for nearly a quarter-century. He has 36 years of full-time service with the popular restaurant chain.

“It was back in 1981, and I was hosting one night, and things stopped for a minute,” he said. “I had no customers to seat.

Then I heard the plates and the people talking and all the sounds that come with the restaurant,” Mr. Masterson said. “It was like a symphony to me. It was busy and it was happening and people were enjoying themselves.

“They were there for a reason. There was great energy.”

Mr. Masterson, 54, began his Village Inn career at age 18 as a busboy at Davenport’s Harrison Street location. Other than store owner — Village Inns are corporately owned — the personable and outgoing Mr. Masterson has played every position the restaurant business offers.

Having done so helps him deal with and understand the many facets to the day-to-day operation.

“There is no task I have not done in my years and that makes it easy to deal with staff,” said the father of six who credits his wife, Jeanette, with being the family rock.

“If Jeanette wasn’t such a great mom and the steadying influence with the kids and me, I don’t think it would have worked,” he said. “She’s the glue.”

Running a place as busy as the Village Inn is time-consuming. For years, it was six days a week, 12 hours a day for Mr. Masterson. It’s still a 65-plus hours week, he said, but now there is a second day weekly to call his own.

“Five a.m. to 5 or 6 p.m. each day,” Mr. Masterson said of his daily shift. “But if you really love what you are doing, it’s not work. Each day flies by.

“Whatever needs to be done, that’s my job,” he said. “If team members see me do it, they know they can do it.”

Customers, Mr. Masterson says, makes it easy for him to rise at 4 a.m. to begin the work day at 5.

“We are in a neighborhood and I love that some of our regular customers are people that have a stake in us being good neighbors,” he said. “The people we see regularly are family to me and our staff. That said, you are only a stranger once to us.

“You would think someone with six kids would have all the family he needs — and I have a great one,” he said. “But our customers are important to us. We all look after each other, keep tabs, learn all we can about them.”

It does not take 36 years in the business to know a staff must understand the needs of its customers to be successful. Mr. Masterson has a grasp on who powers his VI ship.

“Roxy, one member of our wait staff, has been here since this location opened in 1982,” said Mr. Masterson. “We have some staff with 20 years and one with 15 years of service.

“That continuity is not often found,” he said. “The staff we have here makes what I have to do so easy and they are the best people in the world to work with. We don’t meet much, but I talk with each one of them every day to see where we stand and how they are doing. I’m fortunate to be around some great people.”

The saying “You can’t make everyone happy all the time,” does not exist in Mr. Masterson’s world. His goal, like that his staff, is for things to be perfect for those who choose the Village Inn for a meal.

“You deserve the best we offer,” he said. “It’s a simple goal.

“I like to think people believe we do everything humanly possible to make their experience a great one,” he said. “I know we try. If something doesn’t work we will do all we can to make it right.”

Mr. Masterson has no work-related timetable. At 54 in a job he loves, he says 10 more years — at least — would be a great goal as far as work.

“I go back to if you love what you do — and I do love what I get to do each day — then it’s not work,” he said.

“So as long as Village Inn, the customers and the staff will have me, I’m in. I’m still having a blast.”



‘You deserve the best we offer...
It’s a simple goal.’

TIM MASTERSON



Meg McLaughlin / mmclaughlin@qconline.com
Village Inn manager Tim Masterson poses for a photograph in front of the pies at the Village Inn in Moline.

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‘Music Man’ couldn’t keep up with this Music Mom

BY NICOLE LAUER
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If Christina Heald’s schedule read like a piece of music, there would be many more fast tempo notes and crescendos than rest signs.

Ms. Heald, better known as “Miss Tina” to the many children she has taught through the years, fills her days with music, music and more music. It’s a passion that took hold of the Bettendorf resident when she was a child, and she’s never let it go.

“It’s always been kids in music,” Ms. Heald said, while seated on the black leather coach of her Quad-Cities studio.

The room has an upright piano that is decorated with notes and artwork from her students, a record player with stacks of albums and CDs at the ready, and a stash of literature that runs the gamut from “I am Ozzy” by Ozzy Osbourne, “John Lennon: The Life,” “Red” by Sammy Hagar and “The Mozart Effect.”

Ms. Heald said before she moved to music full time, she spent 16 years as a day-care provider, a job she took on when she started having her own children. Although musician was not her chief title, it certainly infiltrated every part of the gig. She said the children would learn about bumblebees while listening to “The Flight of the Bumblebee” or study math by singing about the concepts. She said she also took her day-care children to the ballet, symphonies and musicals. She said the goal was to do anything she could to engage the brains of the young children.

Ms. Heald was not just any child-care provider. She said during this time, she began work with the Rock Island Arsenal and the military. Her home day care was toured by legislators and students from St. Ambrose University as a model example of what quality home day care should look like.

She also began doing speaking engagements and conferences for educators to instruct others how music could be implemented in child care. Those speaking engagements continue, with one to two bookings per month slated all the way through 2019. She said the sessions may be devoted to literature and music or teaching others how to color-code xylophones with garage sale stickers and then instruct students how to read color-coded music.

Ms. Heald said no matter the approach or type of music, there is just one key:

“Hook ‘em while they are young.”

Ms. Heald said engaging students’ minds and imaginations with music early through playgroups, early childhood education or other avenues is essential to igniting a passion in young people that may last a lifetime. She said music is easier to learn for young children and,

when they get older, there are many other opportunities that can pull them in different avenues.

Her days were filled with child care, speaking engagements, piano lessons and raising her own children when a breast cancer diagnosis in 2009 stopped her in her tracks. She said the illness made her re-evaluate her situation in life and realize she spent the majority of her adult life caring for other people’s children. She said she realized she really needed to spend time with her own children and focus her energy on what was important to her.

“I just stopped. I just started saying no,” Ms. Heald said. “I realized I needed to spend time with my family.”

She decided to scale back and allowed her heart to be pulled by a desire to teach more music, instead of changing diapers. She started by taking a few months off, during which time Scott Community College contacted her to inquire about her teaching early childhood music classes three days per week.

“It was the only job I had. I got to write my own curriculum and further promote the growth and love of music,” she said.

Ms. Heald said the call could not have come at a better time in her life and it set her on a trajectory of focusing on teaching music. She set out a goal of figuring out how to keep the Scott Community College job, while also finding a way to put food on the table and earn insurance. That led to a five year stint as a Bettendorf Community School District bus driver that was anything but typical.

She said she got all of her students on the bus to participate in rhythmic body percussion, with students tapping out beats according to the color-coded cards she handed out. She would guide them through crescendos, decrescendos and even musical rests when she got to a railroad crossing. She said the entire bus got involved; it kept kids from getting crabby and got everyone in a toe-tapping, happy mood that lasted throughout the day.

“The only way I know how to make anything better is through music,” she said.

Today, Ms. Heald no longer drives the bus. Her musical energies are stretched between her Quad-Cities studio



**‘The only way
I know how to
make anything
better is through
music.’**

CHRISTINA HEALD

Brian Achenbach / bachenbach@qconline.com
**Music instructor Christina Heald poses for a photo
after performing at a music recital at Butterworth Center
& Deere-Wiman House in Moline.**

and her new Geneseo studio on State Street, which opened in February 2016. The new studio, she said, has opened up many opportunities to expand her musical dream of sharing music. The new studio allows her to host visiting artists, teach large group lessons and clinics and offer small studio space for piano and other lessons.

She said seeing her studio open in the town she was born and raised is a dream come true.

“It started when I was 5,” she said. “I wanted to open a music school of my very own with 30 triangles.”

Ms. Heald teaches a whopping 57 students piano lessons between the two studios and home visits, seeing 10 to 12 students per day. The students are largely children, but she does have a couple adult students and several moms and dads who learn alongside their children.

Ms. Heald oversaw two recitals this past winter, with 22 of her students performing at her Geneseo studio and 26 students performing at the Quad-Cities recital held at the Butterworth Center in Moline.

Ms. Heald said Wednesday is her travel day. That’s the day she makes stops at a few of the homes of her clients who have larger families with multiple siblings signed up for piano lessons, which prevents parents from having to make multiple stops at the studio during the week. Ms. Heald said she often rotates through the siblings during the session, working with one child for awhile and then asking them to send their brother in. At the end, three siblings may join her together at the piano bench to learn something together.

Many of Ms. Heald’s clients become more like family, especially these groups of siblings. She said often times she’s running from one home to the next only to be surprised by a dinner plate waiting for her or snacks and other supplies to keep her going.

Today Ms. Heald’s cancer has been in remission for seven – almost eight – years. She’s engaged in the work that is her passion, she’s able to spend time with the family she loves, and she has dreams for the future, which include fundraising for musical scholarships and expanding her studio offerings.

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Docent coordinator is Figge’s biggest booster

BY CHRIS HICKS
chris.hicks96@yahoo.com

DOCENT: 1. a college or university teacher or lecturer; 2. a person who leads guided tours especially through a museum or art gallery.

On a cold and blustery day in January, I stepped into the warmth of the Figge Art Museum, escaping sub-zero wind chills to bask in the unbridled enthusiasm and charm of a woman who must be the Figge’s biggest booster, Lois Nichols.

Ms. Nichols, a volunteer docent at the museum for 16-plus years, has coordinated activities of the museum’s 34 docents for three years.

Ms. Nichols, mother of two sons (one an architect in Davenport and the other a hospital administrator in Athens, Tenn.) and grandmother of five, performs her duties with the professionalism of a paid staff member and the know-how of an art connoisseur. A retired music teacher and choir director, she has taught in Mount Vernon, Bettendorf and Pleasant Valley. It was her lifelong interest in the fine arts — with exposure to the visual arts via her late husband — which led her to volunteer at the Figge.

Ms. Nichols’ duties are no small commitment. All docents must agree to attend training sessions for two months of Saturdays. They learn art history, artists’ backgrounds and comportment and handling of guided tours. Exhibit-specific orientation also is required when traveling exhibits are brought in.

All docents are expected to conduct a minimum of 15 tours per calendar year, which isn’t hard to accomplish thanks to the Davenport school system’s “River Current” program, which brings every fifth-grader to the museum during February, March and April. The school district provides its own guidelines, and docents must learn these

‘It’s really important for docents to be able to “read” the tour group — every group is different.’
LOIS NICHOLS

Todd Mizener / tmizener@qconline.com

Lois Nichols, a volunteer docent at the Figge Art Museum, poses with the bronze sculpture ‘Bronco Buster’ by Frederic Remington, one of her favorite pieces in the museum. She is also holding a photograph of President Barack Obama in the Oval Office which features another casting of the sculpture in the background.

as well to ensure those requirements are met.

Ms. Nichols herself conducted 30 tours in 2016.

Ms. Nichols said it’s really important for docents to be able to “read” the tour group — every group is different and the good docent adapts to each group. She emphasizes a docent’s most valuable asset is flexibility. After formal training, new docents may be asked to shadow a more experienced docent on one or more tours.

Ms. Nichols believes tours for children are easier to conduct than those for adults. With fewer preconceptions, children are more open-minded and often ask better questions or make more revealing observations.

As a former school teacher, she is experienced in handling challenging students. She carries a canvas bag she put together on her own to enhance the tour experience for students. Because an art museum must prohibit physical handling of its objects, she has laminated supplemental materials she can pass around and satisfy young curiosity. An example is when they reach the famous bronze Remington sculpture, “Bronco Buster,” where she shares a photo of President Obama in the Oval Office showing the sculpture in the background.

That canvas bag plays another role. When a disruptive student is in the tour group, she often asks that student to carry the bag for her or to hold her display photos for

the group to see. Giving responsibility to the disruptive student often dissipates the behavior without an embarrassing confrontation, she said.

When asked to relate anecdotes of her worst and best experiences in all her years of conducting tours, she headed to a room filled with religious art and related how a young man in a school tour announced that his family did not believe in “that” and stated he would not look at it. Undaunted, Ms. Nichols seized on the opportunity for a teaching moment on tolerance.

Then she entered another room to show a favorite piece that is part of her best experience. It is a portrait entitled “Mrs. Chase in Pink,” which depicts a rather affluent woman dressed elegantly and displaying several jewels. She asked one group what the subject might be thinking about. A little girl raised her hand and responded: “I bet she never thinks about what she has to cook for dinner.”

The following quote from Pablo Picasso is displayed over the doorway leading to the exhibit areas of the museum:

“Art washes from the soul the dust of everyday life.”

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Jolynn Kitterman is the director of the Geneseo Food Pantry.

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BY CLAUDIA LOUCKS
cjloucks@geneseo.net

Jolynn Kitterman often is found searching through shelves and racks for the right size clothing for a client. At other times, she is filling sacks or boxes with food items.

Currently director of the Geneseo/Atkinson Food Pantry, she has worked for it 16 years and has been its director for the last five years. Her responsibilities are many and include helping people and families in need with items such as food, rent, utilities, clothing and services.

"My main objective is to help our people solve and cope with problems they are experiencing in their everyday lives," she said.

"I wish I could help everyone who asks for assistance. However, we are bound by specific guidelines," she said. "Every client must meet specific criteria."

With the help of staff member Nicole Freadhoff, Mrs. Kitterman oversees the day-to-day operations of the food pantry, including donations, scheduling volunteers and all of the bookkeeping.

She was new to the Geneseo area when she applied for a job at the food pantry.

"As a single mom of three young boys, I was looking for work that would be fulfilling, but also allow me to have quality time with my sons," she said. "After interviewing

with the food pantry president, Father Michael Pakula (the pastor at St. Malachy Catholic Church in Geneseo), I really felt it would be a perfect fit.

She said the biggest challenge for the food pantry is its need for a new facility.

"Our current building is very overcrowded, is not accessible to clients with disabilities, lacks privacy to meet with clients and does not have sufficient storage space for the donations we receive," she said.

There is a capital campaign in progress to raise money to expand a one-level building recently bought by the Geneseo Ministerial Association to house the food pantry. The site includes a 1,872-square-foot structure that previously housed a convenience store. Plans are to build a 6,850-square-foot addition.

The pantry, under the umbrella of the Geneseo Ministerial Association, serves about 200 clients, a figure that has nearly doubled in the last 10 years and is expected to grow. People in both Geneseo and Atkinson are eligible to benefit from the pantry.

Mrs. Kitterman said her job is "challenging yet very rewarding."

"It is both physically and emotionally exhausting, yet I feel blessed beyond belief to be in a position where I can sincerely make a difference in the lives of others," she said. "We are supported by an entire community that believes in giving back and taking care of their own, and that, in turn, allows me to successfully do my job." ...

Her memories include some not-so-happy moments with clients with medical conditions that prevented them from working. She shared a 2008 story of a single mom facing cancer who came in with a young child.

"I helped her as much as I was able and took her to some of her medical appointments," Ms. Kitterman said. "I spent quite a lot of time with her during a one-year period before she passed away."

"Even though we are able to help many people most of the time, some of the outcomes are not always happy," she said.

Her best memories center around the holidays, she said. "Our community is so generous that we are able to provide gifts and meals to many families who would otherwise go without," she said. "We are able to make many wishes come true."

The pantry also was able to help a veteran whose gas had been shut off in his manufactured home, Ms. Kitterman said.

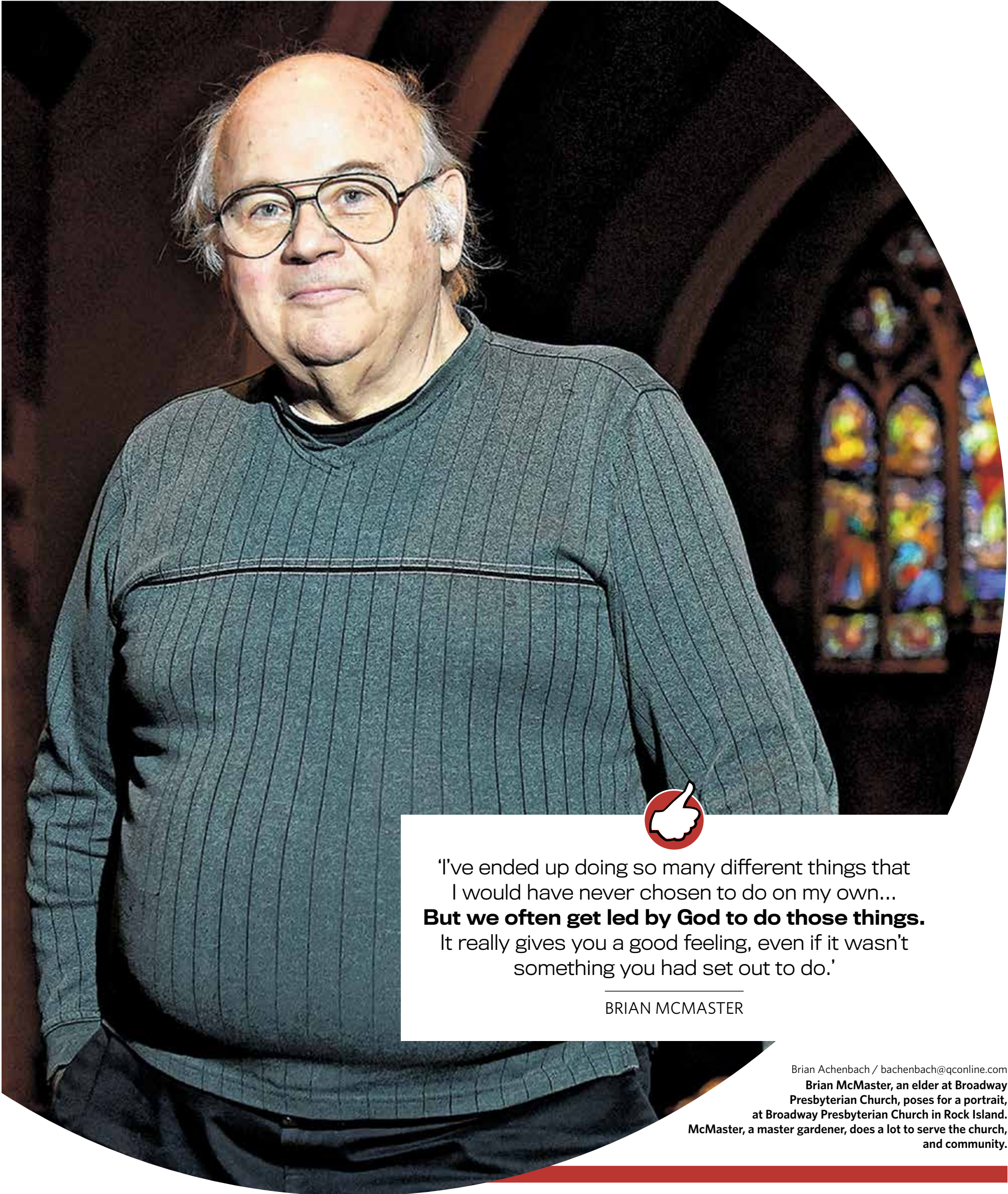
"He was unable to work and was sleeping in a cold trailer," she said. "We gave him food and paid for his gas to be turned back on. He was so shocked and grateful that someone took time to listen to his story and offer a solution. He cried, which in turn made me cry. It was an example of how I see God's love at work every day and how blessed I am to have a small hand in it."

She smiled while recalling a thank-you note from a young boy who had received school supplies and new tennis shoes.

"The note read, 'Dear Jolynn, thank you for the new Sketchers. I really like them. They make me run fast,'" she said. "I have to believe that those tennis shoes added so much self-confidence and pride as he walked into school that morning."

"What seems like such a small act to us can make all the difference in the life of another," she said.

Food pantry director feels blessed to make a difference



'I've ended up doing so many different things that I would have never chosen to do on my own...
But we often get led by God to do those things.
It really gives you a good feeling, even if it wasn't something you had set out to do.'

BRIAN MCMASTER

Brian Achenbach / bachenbach@qconline.com
Brian McMaster, an elder at Broadway Presbyterian Church, poses for a portrait, at Broadway Presbyterian Church in Rock Island. McMaster, a master gardener, does a lot to serve the church, and community.

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BY LEON LAGERSTAM
llagerstam@qconline.com

A former college anatomy teacher, Brian McMaster now exemplifies the anatomy of a devoted church volunteer.

A lifelong resident of Rock Island and a member and elder of the city's Broadway Presbyterian Church, Mr. McMaster, 70, is a fixture at the church, doing tasks he never dreamed of, thought of or expected to be doing. When a part in the church boiler broke, Mr. McMaster found himself put in charge of furnace upkeep. When the church started planting one of several community gardens in town, he found himself behind a rototiller vowing to "never do that again" — but manning the tiller again and again during the next 10 years and more. And when the church hosts community holiday meals on Thanksgiving, Christmas and Easter, Mr. McMaster is front and center as one of the food servers.

"I've ended up doing so many different things that I would have never chosen to do on my own," he said. "But we often get led by God to do those things. It really gives you a good feeling, even if it wasn't something you had set out to do." It also has led him to become a self-taught gardening advocate and a recognized refugee and immigrant supporter. "And I've learned so much from the refugees, too," he said, as well as from school and mission groups, such as a YouthWorks group of Midwest kids who travel to perform work tasks. He's also worked with groups of Rockridge High School FFA members and other groups, sharing his ever-growing enthusiasm for gardening. Mr. McMaster also has gained ways to look at issues from a totally different perspective from time to time. Once, for example, he was implementing methods to, he hoped, discourage deer from foraging in the church gardens when a woman from Nepal asked him if he also was facing any problem with elephants becoming a nuisance. Mr. McMaster spent 30 years as an associate professor

in anatomy at Palmer College of Chiropractic in Davenport. His medical experience comes in useful for people seeking clearer explanations about possible treatments or procedures recommended by doctors. He's a 1964 Rock Island High School graduate who went on to complete his bachelor's degree at Augustana College in Rock Island and finished his master's and doctorate at Illinois State University in Normal. He retired from Palmer in 2012, "but I guess you could say I don't believe in retirement." His wife's death about 20 years ago also gave him a much different look on life, he said. His work in his church and the community makes him feel closer to God, he said. "It's a calling," he said. Mr. McMaster is one of four elders at the church, which utilizes guest preachers or holds joint worship services with Good Shepherd and Gloria Dei Presbyterian Churches, also in Rock Island, instead of hiring its own pastor. The church's community gardens also are shared tasks in cooperation with participating churches and community groups.

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Local comes first for new National Public Radio board member

BY BENJAMIN PAYNE

If you take the Arsenal Bridge in the morning, there's a good chance Jay Pearce has saved you from showing up late to work.

As the local host of "Morning Edition" on WVIK Public Radio, Mr. Pearce's job duties include warning Quad-Cities commuters to steer clear of the bridge when the swing span opens for barge traffic.

"I know we complain about getting tied up on the Arsenal," said Mr. Pearce, a Detroit native who grew up in the Chicago suburb of Winnetka. "It's ten minutes, come on! It takes ten minutes to go a block in Chicago."

As the station's general manager, broadcasting is only part of Mr. Pearce's job, which also entails raising funds for the nonprofit station and deciding which programs to air.

The local newscast is the first item on his daily agenda — something that speaks to how the local community comes first to Pearce, who serves on the board of directors of Washington, D.C.-based NPR.

"I want to make sure that stations our size have a voice," said Mr. Pearce. WVIK is the smallest station represented among the NPR board's 12 members.

Although NPR does get funding from government grants and corporate sponsorships, its largest source of revenue actually comes from about 200 listener-supported member stations that pay NPR for shows such as "Morning Edition" and "Wait Wait...Don't Tell Me!"

With this symbiotic relationship in mind, Mr. Pearce

Todd Mizener / tmizener@qconline.com
Jay Pearce wears a lot of hats at WVIK in Rock Island. He works as the CEO, General Manager and Morning Edition host for the Quad-Cities NPR station.

works to make sure that all local stations have a seat at the table regarding programming decisions and the future of public radio.

"The majority of [NPR member] stations are not in gigantic markets," said Mr. Pearce. "They are in markets like ours, all across the U.S."

Mr. Pearce has worked in other medium-size markets across Illinois during his 40 year career, so he knows that there's more to the state than just Chicago.

That's why he's helping to launch Illinois Newsroom, a new collaboration among seven downstate Illinois public media organizations, including WVIK.

The partnership will add five new reporters whose coverage around three key topics — education, health and agriculture — and state politics and policy will be shared among the participating stations.

Mr. Pearce has worked to make sure that one of those reporters will be based at WVIK, where they will report on the health and agriculture beat — "two important issues to our area," said Pearce.

Among the stations participating in Illinois Newsroom is WSIU on the campus of Southern Illinois University

'We put the facts out on the table. We don't tell you what to think about them, but we try to give you as many viewpoints as we can so that you can process them for yourself.'

JAY PEARCE

process them for yourself," he said.
As an example of NPR's commitment to fact-based journalism, Mr. Pearce cites the network's live online fact-checking of the presidential debates, where a team of about 30 reporters and editors annotated transcripts of the debates with in-depth analysis and fact checks.

Carbondale, where Mr. Pearce began his radio career in college playing big band music as a disk jockey.

"The classes I took and working with WSIU taught me that attracting all of those people to listen to your voice could also be used for some pretty powerful things," he said.

Chief among those things is what Mr. Pearce likes to call "fact-based journalism." This, he said, is what public radio offers as an alternative to the echo chambers of misinformation, which he believes have always been there but have become amplified since the rise of social media.

"We put the facts out on the table. We don't tell you what to think about them, but we try to give you as many viewpoints as we can so that you can

See **PEARCE**, Page 16

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PEARCE

From Page 15

“We believe that the more information that is made available to people so that they can make up their own minds, the better.

“We’re hearing the term ‘fake news’ coming up a lot, and that’s what bothers me,” said Mr. Pearce. “If I have a passion right now, it’s to provide the facts and to hope that people will at least consider some facts.”

Mr. Pearce first found his passion for radio journalism at the University of Illinois at Chicago, where he started college as a business administration major. He took an elective course on broadcasting, where the instructor assigned the class to listen to an episode of NPR’s flagship news program “All Things Considered,” which, at the time, had only been on the air for a couple of years.

“There was a big movement in FM radio in Chicago at the time to progressive rock and underground rock, so listening to [NPR member station] WBEZ was different. And I was intrigued by it. I knew I was going to have to do radio and television,” he said.

If Pearce has a second passion, it’s local music. Since last July, he has served as the chair of the board of directors of River Music Experience.

“The training of kids in music and music appreciation — expression through music at RME — is important to me,” he said.

At age 62, Mr. Pearce’s goal is to retire in six years and realize his dream of moving to Belize or Ecuador.

“I’ll be at a point in my life where I think I will have accomplished most of what I wanted to do, but you know, new things could come in between now and then and change my mind,” he said. “Will I retire in six years? Ask me five years from now.”



Todd Mizener / tmizener@qconline.com

Jay Pearce, the host of WVIK’s Morning Edition talks on air during a show. Mr. Pearce is also the CEO and General Manager for the Quad-Cities’ NPR station.

Sympathy & Care



Many of life’s important events require some degree of advance planning and consideration; these events usually impact us as well as our families. End-of-life and funeral planning should be no different. Sorting out the arrangements while you’re still around means you get the funeral you’d like. Most importantly, your loved ones are spared the additional distress of organizing and paying for it.

Time alone doesn’t heal everything

When someone dies, friends often tell the bereaved that time will heal all. In fact, that is not the case for many people. Psychotherapists say that how a person expresses and shares his or her grief is a determining factor in how they will cope with their loss on the long term. The shared mourning of a funeral, for example, can help a person move on from the initial stages of grieving. Despite having lost a loved one, it is possible for mourners to regain the taste for life, and being together in their time of grief can be a reminder of that possibility.

The path to achieve this kind of hope is long and consumes a great deal of energy, as losing a loved one destabilizes the bereaved in

many ways. There is much emotional upset, including sadness, anger, guilt, and anxiety. Other disturbances affect thought processes, leaving people confused, unable to concentrate, and full of doubt. The bereaved may also experience physical disorders, including trembling, headaches, and dizziness, or behavioural changes, such as sleep disorders or hyperactivity.

Given all these upsets, it is clear that mourning is more than a transient state of being that resolves itself over time. We have to work through the physical loss and the loss of the future we had imagined with our loved one. After the death of someone who brought meaning to our lives, we inevitably find ourselves faced with profound questions about the meaning of life.

The goal of the mourning process is certainly not to return to the past, which would be impossible. It is, rather, to reconnect with the simple pleasures of life, in tribute to the departed and to life itself. For many, this is the challenge of a lifetime.

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Former reporter finds her true purpose in the Quad-Cities

BY STEPHEN ELLIOTT
sellriott@qconline.com

She grew up in a small Arkansas town and learned early on to rely on herself.

It's a theme that has run through Rock Island resident Brandy Donaldson's life — self-reliance. Another theme is helping others. For Ms. Donaldson, director of marketing and communications for the Quad Cities Chamber of Commerce, both themes co-exist successfully.

Ms. Donaldson is genuine. The smile, the candidness — her ability to communicate and bring together ideas and set goals are skills she takes seriously.

She admits she is not a sentimental person. "No one owes you anything," Ms. Donaldson said. "Take care of yourself, take care of your family, and do what you can for those around you.

"There is always someone who has less than you. If you're able to lend a hand, you should do that.

It's not to say you should ever be too proud to ask for help if you need it. But, rely on yourself first."

That doesn't mean Ms. Donaldson doesn't have a big heart. She learned much from her family, a family that helped others in their own rural community.

Many days as a little girl, she would visit her grandparents near Wynne, Ark., and watch her grandparents, Robert Lee and Ruby Mae Veasley, work on the small farm.

"It was a means of survival in providing food for the family," Ms. Donaldson said of her grandparents' farm.

When not farming, Mr. Lee worked at the local copper plant for 30 years. Ms. Donaldson and her siblings lived with their parents, but the grandparents provided a home away from home for all the grandkids, especially on weekends.

"My grandfather was, how do I describe it, definitely working class," Ms. Donaldson said. "He taught us a lot of lessons about working hard and fending for yourself, a lot about independence.

"He was a family man, and I never saw him stop working up until the time he died."

But, through the work, Ms. Donaldson also saw another side to her family, a family that took care of each other and helped those in need.

"Now, they call this 'organic' with farmers markets and things like that," Ms. Donaldson said. "But, I remember people used to come to my grandfather and ask him for sausage, different types of meats, chicken eggs off the farm.

"My grandmother used to have greens, different things she used to plant. They had their own little farmers market and didn't even know it."

Ms. Donaldson has carried that strong sense of community and self-reliance into her adult life.

She also serves on a number of boards and organizations throughout the Quad-Cities, from the Rock Island County NAACP to the Young Professionals of the Quad-Cities (YPQC). In 2015, she was voted Rock Island Citizen of the Year — Professional Category — by the city.

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'There is always someone who has less than you. If you're able to lend a hand, you should do that.'

BRANDY DONALDSON

Meg McLaughlin / mmclaughlin@qconline.com

Brandy Donaldson serves as director of marketing and communications at the Quad Cities Chamber of Commerce. Ms. Donaldson also serves on a number of organizations throughout the Quad-Cities including NAACP of Rock Island.

Ms. Donaldson arrived in the Quad-Cities in 2007. She graduated with a bachelor's degree in journalism from Arkansas State University and followed with her master's degree in communications management from Webster University in St. Louis.

"I came here, 25 years old, with no real plan or direction for my future," she said. "I just knew I wanted to work. I found my true purpose here. I grew up here, so to speak."

She was a reporter for the Dispatch-Argus from 2007 to 2012, when she went to work for MidAmerican Energy Co. She started her job with the Chamber in 2015.

Ms. Donaldson said her past experiences in journalism helped her to become a voice for her community, particularly the folks in Rock Island.

"I felt like I had a responsibility to the communities of color, to try and reach into those communities and pull out as many positive stories as I possibly could," she said. "That's not to say that other reporters weren't doing that.

"It really helped me build relationships in the community."

Ms. Donaldson's recent challenge has been with the Q2030 project. The regional action plan focuses on ensuring the Quad-Cities is an attraction for people, investments, and jobs. According to the Chamber, the Q2030 is aimed at building on regional strengths and leveraging opportunities.

"I would say about 80 percent of my duties are around that plan," Ms. Donaldson said. "Marketing it and organizing it internally. The Chamber is one of the leading organizations behind the plan, but the plan doesn't belong to the Chamber.

"However, the Chamber is lending its staff to get a lot of the organization done."

Ms. Donaldson said part of the Q2030 plan focuses on the Quad-Cities being a welcoming and inclusive community.

"This is not something that just happens because we say we want it to happen," Ms. Donaldson said. "The great thing about the Quad-Cities is we are already very diverse.

However, equity and inclusion are different than just diversity.

"So, we have a lot to celebrate in the area of diversity. The welcoming and inclusive piece is what's coming now. Now, major parts of our community, public and private sector, are starting to figure out how important equity and inclusion are."

Ms. Donaldson said she had no intention to stay when she moved to the Quad-Cities.

"I didn't know anyone," she said. "I got this (newspaper) job. The job didn't pay a whole lot, but it was enough for me to get by.

"I thought in a couple of years, I'd be moving, find better opportunity, more money, a bigger city, things like that. The community meant nothing to me when I came here."

But, she found friends here, she found her ability to make a difference with her skills and to bring attention to the things that make the area appealing for her.

"People don't brag a lot about the Quad-Cities," she said. "They really don't talk a lot about the great things here. Sometimes, you just have to go out and discover things for yourself.

"It was up to me to really go out and figure out all of the great things this community had to offer me."

Ms. Donaldson said she found her true purpose in the Quad-Cities.

"I give of myself, my time and resources in the constant endeavor to make this little corner of the world a better place for everyone who calls it home," she said. "That's the least I can do as a Quad Citizen. Professional accolades are great and something to definitely be proud of.

"But, no amount of professional accomplishment could ever compare to seeing my community and the people therein flourish and thrive in ways that I might have a chance to contribute to."

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'We talk to them about their experiences, and we try to listen to that and **improve the program.**'

JIM MODGLIN

Jim Modglin: Here to serve your interest in nature

BY LISA HAMMER
rlhammer15@gmail.com

As site superintendent for Henry County's only state park, Jim Modglin stands ready to facilitate people's camping and hunting experiences, regardless of their expertise.

"We do have a lot of contact with the public," he said on a recent bitter-cold winter afternoon at Johnson Sauk Trail State Park south of Kewanee off Illinois 78. "Camping is our major program."

With 75 electric sites and 25 tent sites, camping is a year-round activity at the park. In the winter, RV owners may self-register and leave without ever talking to staff. For first-time campers, the park has one rustic cabin to lure in people who lack equipment. It's been successful, he said.

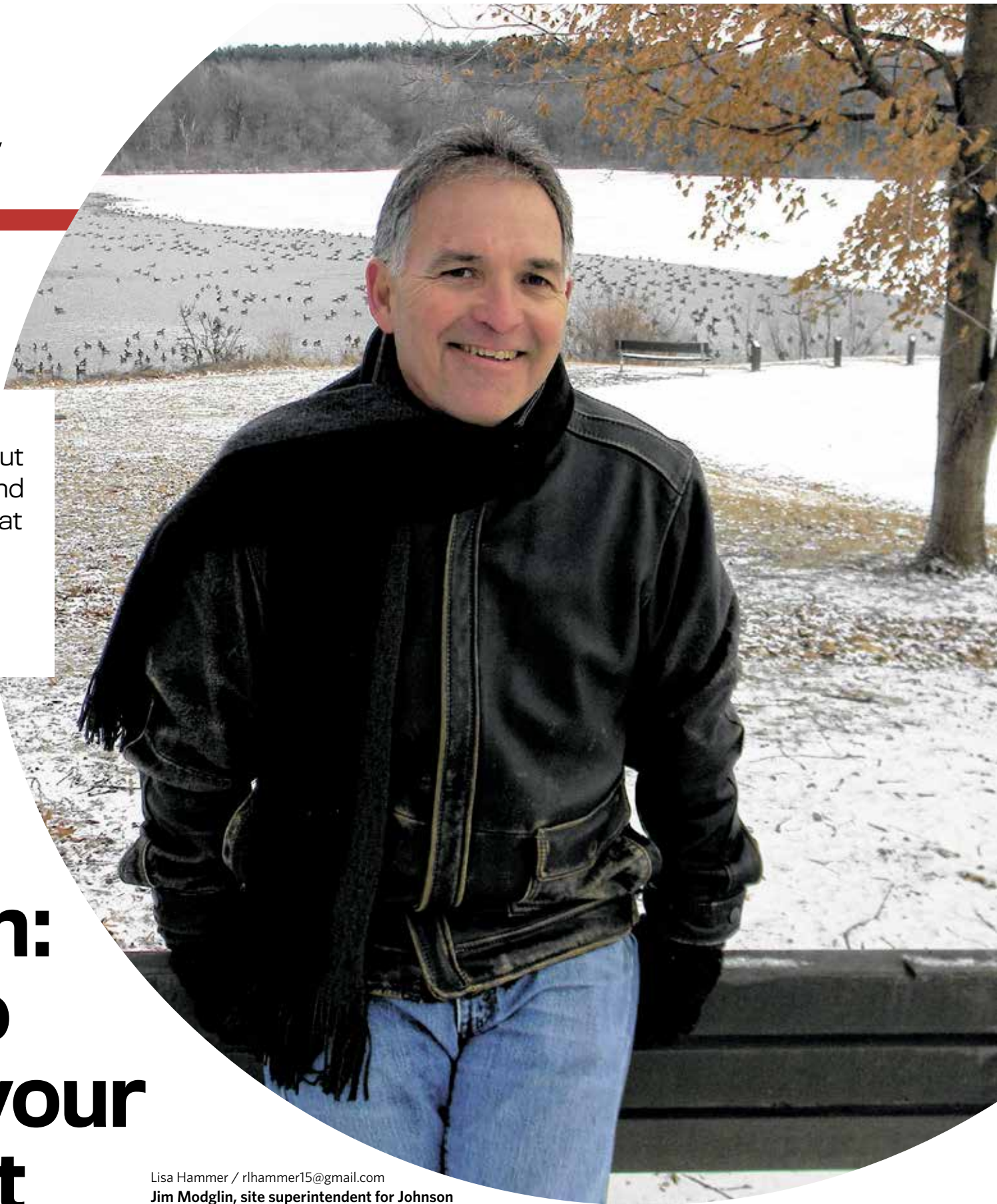
Johnson Sauk no longer has a clerical worker to help with campers, Mr. Modglin said, meaning the summer volunteer campground hosts are "worth their weight in gold." Without the campground hosts to help register campers and answer basic questions, "lives would be crazy," he said.

Mr. Modglin also works with volunteers from Friends of Ryan's Round Barn who provide interpretive tours at the wooden barn near the park's entrance. One of the country's largest, the barn is available for tours the first, third and fifth Saturdays from May to October. Donations help maintain the facility.

The concessionaire that operates the marina also hosts a fishing program for up to 100 youth around Father's Day. The building, which contains the Red Earth restaurant, was designed to offer panoramic views of the lake. Some people come out just to eat in a peaceful setting, he said.

The park also has several other programs, including picnicking, hiking, fishing, winter snow skiing, spring turkey and dove hunting, archery deer hunting and controlled pheasant hunting.

The Illinois Department of Natural Resources has facilities that raise "ample" pheasant for the number of hunters, Mr. Modglin said. They aim for a ratio of 1.6 birds per hunter per hunt.



Lisa Hammer / rlhammer15@gmail.com

Jim Modglin, site superintendent for Johnson Sauk Trail State Park in Henry County, pauses from work at the facility on a recent winter afternoon near a goose-filled portion of the park's lake.

"There's a lot of camaraderie, and hunters come from a large area," he said. "We talk to them about their experiences, and we try to listen to that and improve the program."

Talking with park guests, he said, is a major part of his job.

"That conversation occurs with all our visiting public," he said. "We stay in contact with all our users in some fashion."

He also hears complaints, including why things are not repaired, which more often is a matter of budget. Mr. Modglin said he was grateful to vendors who opted to help the state out and work with the park, even when payment was up in the air.

"They (the vendors) love the park and came to help us," he said.

He said a favorite nature moment happens during hunting season. Although the actual hunting occurs on the outskirts of the park, at the end of the day he may see two to six deer or a flock of pheasants cross his path, working their way back outside the loop road. The animals know it's safe at night, he said.

"They know the hunters are gone," he said.

Illinois offers three free shoot days strictly for youth. The first is an elaborate Youth Controlled Pheasant training day co-sponsored by Chenoweth's Kennels and Pheasants Forever, both of which provide help with bird dogs.

The state also holds a "wing shoot" clay pigeon program in September for up to 24 youths. When it recently was expanded to include women, 24 enrolled, and it was all women. This year, two days are planned.

He said his wife, sister-in-law and niece attended last year and were impressed the instructor could watch them and detect how to help them hit targets.

"The women love it," Mr. Modglin said. "I get calls from women who want to know if they missed it. I always tell

them to call in August or June.

"Those are the most fun types of events, personally, that I gain satisfaction from," he said. "When you see the faces of youth or even women, it makes you feel good that we're doing something right."

He said the live-shoot dove program starts with a bang — literally — as hunters anxious to use their guns fire early.

"The dove flies so erratically anyway, it's a tough harvest," he said.

Mr. Modglin said he grew up on a small farm in southern Illinois and knew he didn't want an indoor job. In high school, he worked two summers at an old French fort operated by the Department of Conservation. Staff dressed as French militia and related the history of the fort and the area to the public.

"It was just a fun, fun time," he recalled.

His park experience includes 25 years with the Department of Natural Resources, as well as 12 years with the Moline Parks and Recreation Department and the Rock Island County Forest Preserve. He spent two years as the state's chief of parks in Springfield and currently is interim state regional land manager for 25 northwestern Illinois counties.

His education never ends. He said the state has annual planning meetings featuring forestry, wildlife biology, fisheries, natural heritage and law enforcement experts.

"If there's an issue, we sit and converse and debate about that issue," he said.

During the winter, staff remains busy releasing birds for hunters, running hunting check stations, doing budget reconciliations and performing minor maintenance, he said. Toward spring, larger equipment projects are added.

Before long, it's mowing season again.

"It's a nonstop revolving door when it comes to the needs of the site," he said.

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The Center provides a creative outlet for the homeless

BY DENNIS MORAN
dmoran@qconline.com

Vicki Thompson has struggled with homelessness and disability. But she has songs in her heart and likes to share them.

She's able to do just that at a monthly Homeless Community Open Mic at The Center, 1411 Brady St., Davenport. Anyone is welcome to attend, and the performances of song, poetry, drumming and other creative offerings from homeless or formerly homeless people takes place at 1 p.m. the first Monday each month. She was in good voice as she accompanied herself on guitar on "Mary, Did You Know?" and "What Child Is this"



Meg McLaughlin / mmclaughlin@qconline.com
Gwen Gatlin (L) gets a close look at the lyrics as she participates as an audience member and Vicki Thompson (R) performs during an Open Mic event at the Center.




'It's a community builder, it's a creative outlet.'
CHRIS DUNN

Meg McLaughlin / mmclaughlin@qconline.com
Chris Dunn, also the host of the event, performs during an Open Mic event at the Center in Davenport. The Center focuses on showing Christ's love in three major areas: youth, homeless outreach and community.

for December's Christmas-season edition of the homeless mic event.

"I'm drawn to it," she said. "I just love singing."

For Chris Dunn, who organizes the event for The Center's Street Team Homeless Outreach, it's a "normalizing" experience for performers and audience.

"It's a community builder; it's a creative outlet," he said.

"When I was working in a mental health facility in Boston years ago, I noticed that when we'd do a music group and we'd sing songs, it was so normalizing," he said. "You're no longer what your label is, you're just somebody singing. That's part of trying to de-stigmatize homelessness."

For the nonhomeless people who come by, it's a way to show support for homeless people in a safe place.

"If you have no experience with the homeless, it's ideal," he said.

"Just to have a good audience is what makes it special. Just showing up to hear what they have to say and have to sing is very valuable."

Ms. Thompson said she and her husband, Tim, became homeless in Austin, Texas, when both were injured.

"We didn't have anyplace to go," she said. "But you know, when you

pray, God has a way of providing people and things for you. And that's what happened." Kindly people offered help.

"Somebody said, 'I've got a tent you guys could use.' You know it was warm in Austin, Texas, but I wouldn't want to be in a tent here."

They are on their feet here, with housing, and she likes to pass the kindnesses along. She said she is a regular at The Center, which she said is "a nice, warm place to go."

The Center's full name is The Center — Love in Action. According to the website, thecenter-davenport.com, it is "a group of ministries seeking Christ-centered actions to alleviate the pain of the oppressed and marginalized."

Its amenities includes a food pantry and Skate Church, a three-level indoor skate park. It also offers meals, showers and a warm place for the homeless, Mr. Dunn said. His outreach work, he said, "allows me to meet people where they are and try to help them out — at least get them to to the next step they need to do."

"If they're on the street, then into a shelter, then to an income and a place to live," he said. "For the chronic homeless, it's being some sort of company — someone who will listen and try to be encouraging."

Mr. Dunn said he would love to see a Housing First program implemented in the Quad-Cities. The program provides apartments for the homeless and then arranges for services, instead of the other way around. Getting the homeless housed is the first priority.

The program resulted in a 72 percent drop in homelessness in Utah between 2005 and 2014, while saving millions of dollars in costs incurred by homeless people on the streets, according to the Washington Post.

"When services are cut, other costs are incurred," such as police and jails, Mr. Dunn said. Currently, he said, there aren't enough available housing units to implement the program here.

Mr. Dunn, 56, a native of Long Island, N.Y., has worked in group homes and as a mental health worker in Boston, Chicago and Portland, Ore. He also is a house painter.

"I've always gravitated toward working with people, for the most part," he said. "Either working with people or painting walls," he added with a chuckle.

He said when he previously worked at King's Harvest Ministries in Davenport, he sometimes would bring in his guitar — he began playing in 1977 and has a wide repertoire, including songs he's written — and occasionally someone staying in the shelter would borrow it.

"And they were good," he said. And the idea for homeless open mic came to be.

Mr. Dunn sometimes accompanies performers at the event, and he plays a few songs himself. He also hosts a monthly folk music coffeehouse at First Lutheran Church in Rock Island.


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This woman actually loves doing taxes

BY SARAH HAYDEN
shaydenqconline@gmail.com

As the saying goes, there are two certainties in life: death and taxes.

Jackie Brenner chose a career in taxes, and it has kept her busy for the past 34 years.

Ms. Brenner co-owns QC Tax & Accounting with business partner Phil Parsons. They opened the business, at 2326 53rd St. in Moline, six years ago.

Prior to that, she spent 27 years working for H&R Block, including 15 years doing tax preparation and 12 years as a manager.

She is proud not only of the expertise she offers at QC Tax & Accounting, but of the reasonable price she charges.

She can complete a simple 1040-EZ tax form with clients in 15 to 25 minutes at the cost of \$49, which includes one state filing, too.

“But I like to talk to people and get to know them. I don’t like to just rush them through. I’m a people person. Ninety nine percent of what I do is tax preparation.

“We also knew how expensive it was at certain tax preparation firms. It doesn’t need to be that expensive,” she said.

Ms. Brenner does a variety of tax preparation, including individual, family and business returns. She also prepares tax returns for partnerships, corporations, estates and trusts.

The majority of her work focuses on individual returns and sole proprietorships. Corporation and partnerships are the most expensive returns to prepare, running from \$150 to \$700, she said.

Some clients walk in with shoe boxes full of receipts, while others bring in a simple W2 form and nothing more. First-time clients are asked to bring in last year’s tax return to ensure Ms. Brenner and her partners gather accurate information.

With the rising popularity of do-it-yourself computer tax programs, Ms. Brenner said her business offers professional experience and advice a consumer can’t get in preparing their own taxes.

“We offer the expertise the computer programs don’t offer. We know the tax theory. We can find deductions by asking the right questions. We give a complete interview with everybody who comes in. Even if the client thinks it’s a 1040-EZ, it may not really be a 1040-EZ.”

She said there could be income people received they didn’t realize had to be claimed. Or deductions they didn’t realize they could take.

“We do an in-depth interview with every client. You get in trouble by assuming. If there is a mistake, we will pay any interest or penalties.”

Ms. Brenner has many stories about times she has saved clients hundreds and even thousands of dollars.

“I once saved someone \$200 just from a typographical error from the (tax) preparer they used. Another time, I did 10 years of returns for someone and got them down from owing \$40,000 to only owing \$1,200.”

She explained the client had sold several properties



‘But I like to talk to people and get to know them. I don’t like to just rush them through.’

JACKIE BRENNER

Sarah Hayden / shaydenqconline@gmail.com
Jackie Brenner, the co-owner of QC Tax & Accounting

but had not deducted expenses spent on repairs and renovations.

Born in Davenport and raised in Moline, Ms. Brenner initially wanted to be a court reporter.

After graduating from Moline High School in 1971, she enrolled at Black Hawk College, but began her career in tax preparation before finishing college when she was hired by H&R Block.

Ms. Brenner, 63, has been married to husband Kenny for 42 years. The couple has three grown sons and three grandchildren. She is a lifetime member of St. Paul’s Lutheran Church in Moline.

With the downturn of the economy in 2009, H&R Block reorganized and Ms. Brenner’s position was eliminated. A two-year no-compete clause forced her to take time off from preparing tax returns. She contacted former colleague Phil Parsons and pitched the idea of going into business together.

“I sat out the two years and decided I didn’t want to retire. I said, ‘Phil, why don’t we go into business for ourselves?’ We decided to join forces and start the business and charge a lot less for tax returns.

“It’s just so much nicer not having to do corporate meetings. We can actually hug a client if we want to. We are a lot happier being on our own,” she said. “We increase the business by at least a couple hundred tax returns every year.”

Ms. Brenner said she completed nearly 600 tax returns last year, and her personal goal this year is 700. Overall, the business expects to prepare more than 1,000 tax returns in 2017.

QC Tax & Accounting also offers fingerprinting for Transportation Security Administration precheck cards. Clients can find them through their website at qctaxaccounting.net.

Receptionist Carol Smith was hired last year to help with the growing business.

As a business owner, Ms. Brenner likes being able to set her own hours and

meet new people. She stays current on tax laws by taking classes every year. And she likes to make a difference by offering her service free-of-charge to those in need.

“Every year, I do some pro bono work. I’ve got a gentleman who comes in every year. He may only get \$30 or \$40 back, so I just do it for him. He doesn’t have a lot of money. A thank you is enough for me.”

With tax season kicking into gear, Ms. Brenner said she already is taking appointments into February and March but will accommodate clients who walk in as late as mid April.


“There were many nights last year that I worked until 11 p.m. and came in early in the morning. Typically from Feb. 1 to the end of tax season, it’s very busy. We get a lot of drop-off tax returns. But other clients like to sit and talk.”

But the tax-filing season doesn’t end on April 15. Ms. Brenner said she is busy year round. Many people file for extensions and there are always quarterly taxes for businesses and individuals.




“We do quite a few tax returns in the summer, too,” she said.

Nothing seems to slow Ms. Brenner down. She suffered a brain aneurysm and had surgery to repair it in October. Less than a week later, she was back at work, doing what she loves most.

“I enjoy what I do, that’s what makes it worth it for me. I enjoy getting up every morning and coming to work. I enjoy doing taxes!”



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Apply online at: www.mediacomcable.com/careers

EOE M/F/D/V



GENERAL MAINTENANCE

These full-time maintenance positions are for Tyson Foods' Joslin, Illinois, location. Successful candidates will be responsible for troubleshooting, maintaining and repairing plant equipment while maintaining a safe work environment and adhering to Tyson Foods' policies and procedures. Position pay begins at \$18.20 an hour and progresses to \$24.

REQUIREMENTS:

- Two years of maintenance experience in an industrial setting
- Ability to become HAZMAT qualified
- Ability to push, pull, lift and carry up to 80 pounds and stand and walk up to 12 hours a day
- Familiar with hydraulic, pneumatic, electrical and mechanical work, as well as welding
- Ability to read manuals and complete daily documentation
- Ability to communicate effectively with all team members

TYSON FOODS' BENEFITS INCLUDE:

- Competitive wages
- Excellent benefits package
- Paid vacation and holidays
- 401(k)
- Stock Purchase Plan

CONTACT:
To apply for these opportunities and view all current opportunities with Tyson Foods, please visit our website www.tysonfoodscareers.com. Select "Illinois" and then select "Maintenance Mechanic". For more information, call 309-658-3295.

www.tyson.com
Tyson Foods is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will be considered without regard to race, national origin, color, religion, age, genetics, sex, sexual orientation, gender identity, disability or veteran status.

Hearing Instrument Specialist


We have an immediate opening for a Full or Part-time Hearing Instrument Specialist. The Hearing Instrument Specialist is responsible for the execution and interpretation of complete audiometric test including an audiological evaluation. The position will also require education of patients on degree of hearing loss and reschedule for future testing accordingly. The Hearing Instrument Specialist will assist patients in selecting the most appropriate hearing instruments to fit their needs or recognize when medical intervention is indicated. Other responsibilities will be counseling patients with regard to realistic expectations while acclimating to their new hearing instruments as well as adjusting, modifying, and repairing hearing instruments. Candidates must have an Associate Degree or higher and have or be eligible for Illinois State Licensure as a Hearing Aid Dispenser. This position requires a highly motivated, detail orientated person with good customer service skills.

**If you would like to join our team:
Please mail resume to:**
Attn: Laurie Krause
Eye Surgeons Associates, P.C.
777 Tanglefoot Lane
Bettendorf, IA 52722

Or email to:
lkrause@eyesurgeonspc.com



Eye Surgeons Associates
Medical • Surgical • Optical



WELDERS

THE TANK CAR PEOPLE


Union Tank Car Company (UTLX) provides leasing, manufacturing, and repair services to our customers and owns/manages one of the largest fleets of railroad tank cars in North America. Our manufacturing plants are state-of-the-art, and our fleet is maintained by a large, sophisticated repair network consisting of geographically-placed repair shops and mobile repair crews. With over 125 years in this industry, UTLX has a long history that provides a solid name and foundation on which to build customer relationships. UTLX is financially stable and a Berkshire Hathaway company. Our corporate headquarters is located in the heart of Chicago's financial district, easily accessible by all major modes of transportation. Our field site locations currently number about 80 throughout North America. We are searching for people with a positive outlook and strong work ethic, to be part of the UTLX success story.

Now hiring full-time welding positions earning up to \$22.26 per hour; experience is preferred, but not required.

Training is available. Must have a high school diploma or equivalent and pass the required testing.

Apply in person between the hours of 8 am – 4 pm, at:

Union Tank Car Company
2603 Dick Drake Way
Muscatine, IA 52761





We are currently looking for...

- Forklift Positions
- Clerical Positions • Material Handlers

\$10⁵⁰ per hour • 2nd Shift

Apply at:
Labor Solutions Inc.
5175 Utica Ridge Rd., Davenport, IA 52807
or apply online at: laborsolutionsia.com

Labor Solutions is a staffing agency serving the Quad Cities metropolitan area.

Looking for a rewarding & fun work experience? Come join our dedicated team!

LPN
Part Time • 3rd Shift
• 4-6 Days Per Pay Period.
• Competitive salary and benefits package.

Interested applicants may apply in person at:

**AMBER RIDGE
MEMORY CARE**



211 11th Avenue, Moline, IL 61265

qconline.JOBS

To advertise, call 309-797-0333 or 800-562-0746, Monday - Friday 8 to 5:30 • Anytime at QConline.com/Sell

See **MORE**
JOB OPPORTUNITIES
in today's classified
section.



Insurance Producer

Insurance Producer position now open
in local insurance agency.

Insurance producer experience required.

Please send resume and letter of interest to:
3901 15th Street D, Moline, IL 61265
or via email to: scott@lohman-companies.com

READY FOR A CHANGE?

Join our team for an innovative approach
to post-acute and rehab care.

We offer a **NEW WAGE SCALE** and an
excellent benefit package. Must be available
to work every other weekend and be licensed
in the State of Illinois.

- RNs
- LPNs
- CNAs

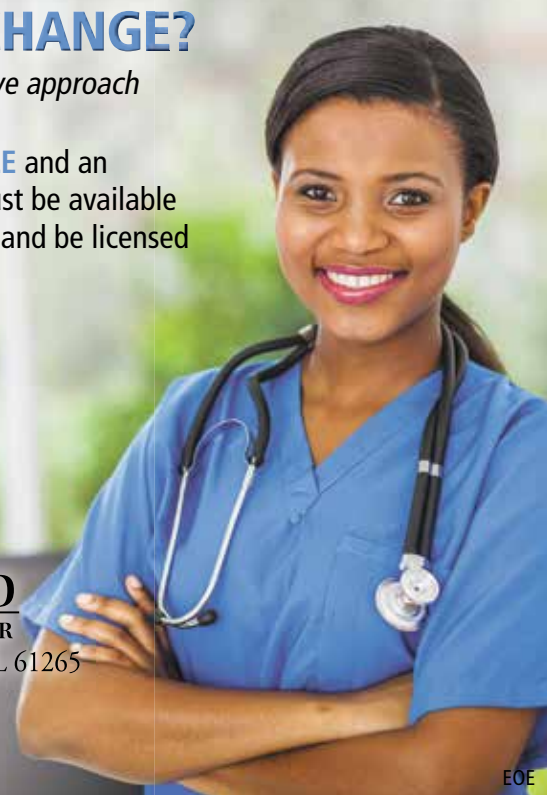
Apply in person at:



HEARTLAND
HEALTH CARE CENTER

833 Sixteenth Avenue • Moline, IL 61265

Ask for Carrie



REGISTERED NURSING POSITIONS AVAILABLE! NEW STARTING RATE FOR RNs!



GENERATIONS AT ROCK ISLAND
Rehabilitation & Skilled Nursing

Generations at Rock Island a Skilled Nursing and Rehabilitation center in Rock
Island, Illinois is looking for Registered Nurses to join their care delivery team.
Rock Island provides sub-acute care, short-term and long-term care services.

Currently Rock Island is looking for an **Assistant Director of Nursing
(ADON)** and **Registered Nurses** to enhance our clinical team and overall
care delivery team. Come join our team of **LPNs** and **CNAs** who are
committed to improving the lives of others.

Please send your resume to
recruiter@generationshcn.com

You can apply at

GENERATIONS AT ROCK ISLAND 2545 24TH STREET.

Or call 309-788-0458

WITH QUESTIONS REGARDING THIS POSITION OR OTHER EMPLOYMENT OPPORTUNITIES.

General

GENERAL PRODUCTION POSITIONS

Miller Container Corporation now hiring
General production positions

- 1st and 2nd shifts
- \$8.65 per hour
- 40 cent shift differential for 2nd shift
- Paid Holidays (after 30 days)
- Excellent 401K (after 1 year)
- Health & Dental (after 90 days)

Apply in person at: 3314 78th Ave. West
Rock Island, IL 61201

No phone calls please

Miller
CONTAINER CORPORATION



PRE-EMPLOYMENT
PHYSICAL AND
DRUG SCREEN
REQUIRED

NOTICE OF EXAMINATION MACOMB POLICE DEPARTMENT

The Board of Fire & Police Commissioners of the City of Macomb, Illinois hereby gives
notice that examinations will be offered to all eligible applicants to create an Eligibility
List for hiring for positions with the Macomb Police Department.



At time of application, applicants must be at least 21 years of age and no more
than 35 years of age. Military veterans may extend the age limit one year for every
year of active duty, not to exceed ten years. Applicants must have a high school
diploma or equivalent; must have completed 60 semester or 90 quarter hours of
college; must possess valid driver's license. To move forward in hiring process,
applicant must pass physical and written exams, medical and psychological
evaluation and background investigation; must have visual acuity 20/20 each
eye corrected (minimum) with normal color vision and depth perception;
must have good habits and be of moral character. Proof of U.S. Citizenship
and if hired, McDonough County residency is required.

STARTING SALARY \$44,592.71 per year

Forty hour work week with time and a half for all overtime.

Application packets may be obtained at the **Mayor's Office, City Hall,
232 E. Jackson St., Macomb, Illinois 61455.** Phone (309) 833-2558; or
on-line at **www.macombpolice.com/employment.htm** All applications and
attachments must be completed and on file before 4:30 p.m. April 10, 2017.
Late applications will not be considered.

Testing date is April 22, 2017. Applicants should report to Brophy Hall on the
Western Illinois University campus at 7:30 a.m.

The City reserves the right to require reimbursement of training expenses on a
pro-rata basis if an officer resigns within the first two years of employment.

The City of Macomb is an Equal Opportunity and Affirmative Action Employer

Minorities and women are encouraged to apply

**Media
Consultant**
Dispatch • Argus
QConline.com



The Dispatch-Argus has an exciting opportunity for outgoing individuals
who enjoy sales and are fast learners. We are searching for a creative thinker
with a positive attitude and excellent communication skills.

A successful Media Consultant will:

- Learn the fast paced world of advertising including print and digital media.
- Maintain an established account base for entertainment and restaurants.
- Develop advertising accounts by helping businesses with sales and branding needs using our extensive product options.

Media experience is a plus. However, a valid driver's license and a winning
attitude are musts! We offer a fun and supportive team environment, base
salary, aggressive commission plan and an excellent benefits package.

To apply for this position send your resume to:
humanresources@QConline.com

LEAD MAINTENANCE MECHANIC POSITION AVAILABLE

Full-time position available for Maintenance Mechanic Lead to
be responsible for repairs and maintenance of buildings and
grounds requiring carpentry, electrical, plumbing and painting.



**The requirements listed below are representative of the knowledge, skills
and/or abilities required.**

Graduation from an accredited high school or possession of GED, supplemented by
vocational/technical school training in carpentry, electricity, plumbing, heating and
air conditioning, and/or related, with journeyman level skill in one of the recognized
building trades; and Four years progressively responsible experience in building and
grounds maintenance, building construction or related experience; or a combination
of education, training and experience equivalent to the above position requires a valid
driver's license, personal vehicle for use, and auto insurance as required by Illinois law.

Anyone interested in applying for this position must submit a resume to
BTobin@riha4rent.org by February 17, 2017.

Pre-employment drug screen and physical required. Section 3
residents, women, and minorities are encouraged to respond.



RIHA is an Equal Opportunity Employer.



REGISTERED NURSE

This full-time, second-shift RN position is for Tyson Foods' Joslin, Illinois, location. The successful candidate
will be responsible for providing health services and programs to Team Members, preventing work-related
injuries and illnesses and promoting healthy conditions in the workplace.

REQUIREMENTS:

- Must be a licensed registered nurse in Illinois

TYSON FOODS' BENEFITS INCLUDE:

- Competitive wages
- Excellent benefits package
- Paid vacation and holidays
- 401(k)
- Stock Purchase Plan

CONTACT:

To apply for this opportunity and view all current opportunities with Tyson Foods,
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genetics, sex, sexual orientation, gender identity, disability or veteran status.

www.tyson.com



QUAD-CITIES LOGO CONTEST

Guess the logos of area businesses,
enter online at QOnline.com
and win prizes!

































Dispatch-Argus
QOnline.com

— CONTEST RULES —

- Choose the correct company name for each logo from the choices online.
- Entries must be submitted online at www.QOnline.com. All entries **must be received by 9am on Monday, February 27th.**
- Three prizes*** will be awarded. First place gift certificate \$150, Second place gift certificate, \$75 and Third place gift certificate, \$25. Random drawings from the correct entries will be held to determine winner at each prize level. Employees of the Dispatch-Argus and their immediate families are not eligible to win.
- Winners will be announced in the Dispatch-Argus on Tuesday, February 28th.

WIN GIFT CERTIFICATES*

1st Place - \$150
2nd Place - \$75
3rd Place - \$25
*from participating businesses

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