

moral  
perspectives

Rev. Charles  
Erickson

## We're actually service oriented

Recent political debates have led me to a disturbing vision of toll gates at all the rest stops along freeways. The vision proceeds to litter all along the way where people pull over and leave tissue and trash. Then comes the full nightmare of accidents as people stop at any whim.

Policies made by nostalgia create chaos. We must face the realities in population density and mobility. Old virtues must be adapted to today's facts.

Good old American self-reliance creates responsibility to pay for privileges. Freedom to find resources so we can pay is assumed. Nostalgia confuses privileges with rights and clouds our duty to provide facilities for basic needs.

The moral problem in adjusting our virtues to new ways is reluctance to adjust to becoming a service-oriented society. Rest stops cannot be evaluated by income produced. They produce comfort, safety and decency. We go astray when we plan for intangible benefits by measuring production.

A service-oriented society needs clarity about values. We define our meaning of life by what we provide for people. We meet needs with an eye to human rights so everyone lives in dignity.

We have decided that begging in the street is not good for either donors or the needy. So we created a welfare system and then proceeded to make a mess of it by techniques of evaluating a production system instead of a service system.

Perhaps the insurance industry experience can be instructive. Insurance sales people talk about weekly production when the fact is they don't produce a thing. They provide services. Following the production style of analysis, they have been highly successful. They own much of America. They have served countless people

well.

The problem is people not served by insurance. Massive numbers of us have no help when the breadwinner dies, major medical expenses arise, or property is destroyed. Some people just cannot afford toll gates.

Freedom and responsibility create dignity only when we are all part of the system. Then we all have opportunity to get resources and can make decisions about paying for one quality or another as we select products. Service deals with needs which are universal with little qualitative difference to choose from.

When you get right down to careful logic, rest stops are socialistic. So are airport waiting rooms and even the runway. We have adjusted to government providing services so capitalistic enterprises can charge for differing vehicles in our transportation system.

Of course the final question is the source of funds. Money can come from charging individuals. Then we need an impossible system of making sure everyone has the toll funds on hand when a need arises. Money can come from taxation. Then we need to admit we provide service instead of products.

We will do better with everything from sidewalks to defense spending when we stop confusing production with service. Mostly we measure only the flow of dollars anyway. Dollars flow as people use brains, skill and energy to meet human need.

Our service oriented society will enhance dignity and improve decency when we focus evaluation and planning on values which enrich the quality of life. Serving needs is our top priority. We do not draw lines which exclude some people when we decide we will all be free or none of us will be free. Rest stops are for everyone.

## volunteers

The Oakland County Volunteer Bureau has weekly listings of volunteer opportunities. Further information about these and other volunteer needs at over 200 agencies may be obtained by calling the Bureau at 642-7272 after Sept. 8.

**TOUR GUIDES** — See the Zoo close-up! If you are outgoing, over 18, and interested in animals, you could conduct groups through the Detroit Zoological Park in Royal Oak. Hours are primarily from 9 a.m. to 1 p.m. any day. Training class begins in September and physically handicapped persons are welcome to the program. Call Mildred Heinsey at 398-0903, ext. 79.

**CLINICAL ASSISTANTS** — Would you work well with medical patients? The Michigan Cancer Foundation in Detroit needs pleasant persons to handle telephone inquiries, prepare patient charts

and do light typing. One half-day per week is the time commitment. Call Karen Belomo at 833-0710, ext. 256.

**RESIDENT ADVOCATES** — If you are interested in improving the quality of health care, your support and intervention would aid convalecents. Citizens for Better Care is seeking advocates to act as problem-solvers by visiting staff and residents of a nursing home near your home on a regular basis. As little as two hours per week is involved after a two-day orientation. Call Nancy Sherizen at 476-2040.

**TEACHER AIDES** — Would you like to help others develop their reading skills? The Macomb Association for Retarded Citizens in Mt. Clemens wants patient, understanding volunteers over 16 to work with retarded children and adults. One half-day per week is requested. Call Mary Pitocchi at 949-0151.

## consumer mailbag

### Is spraying harmful?

**Q.** Our subdivision has contracted to have our neighborhood sprayed for mosquitoes. I am worried that the spray might be harmful. How can I be sure that it is being done properly?

**A.** Ask questions! Get as much information about the company doing the spraying as possible. In order to apply pesticides legally, the company must be licensed by the state of Michigan. They must be insured and have a certified application. If you still have doubts, call Lou Atkins, the pesticide officer with the Department of Agriculture, at 368-8160.

**Q.** I heard on the radio that canned mushrooms with the code P or LP were being recalled. How can I be sure that the mushrooms I have at home are safe?

**A.** The recall you refer to was several weeks ago. The Food and Drug Administration recalled some 45 brands of mushrooms with the codes beginning with A through L, K plus any 3 numbers and P, and LP followed by the digit 1 or 2. However the brand you mentioned in your letter, Pennsylvania Dutchman, was not on the list. If you would like more information, you can call the FDA at 225-6260.

**Q.** What is triticale?

**A.** Triticale (pronounced tri-ti-CAY-lee) is a grain available in health food stores. It is a hybrid crossing of wheat and rye and can be used in a variety of baked products from breads to cookies.

### Ypsi home tour will be Aug. 30

Doors of five historic homes will be open for touring by the public Aug. 30 as part of Ypsilanti's 1981 Yesteryear Heritage Festival. It is sponsored by the Ypsilanti Heritage Foundation.

Tickets are \$3 for adults, \$2 for senior citizens and \$1.50 for children 13 and under. They are available at the Chamber of Commerce at 482-4920 or during the event at booths in front of the Ypsilanti Historical Museum on N. Huron.

Included in the tour is a stuccoed frame house with a Victorian porch, a bath on a pedestal and an old-fashioned kitchen. Also to be viewed is the first brick home built in the city. Its style is Greek Revival.

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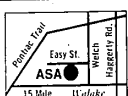
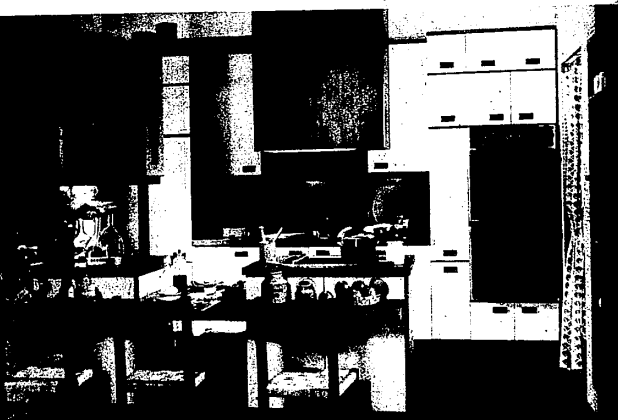
There are plenty of Michigan pickles to please your palate. Michigan leads the nation in growing cucumbers for pickle production, with 210 million pounds harvested last year.

Farmers planted 19,000 acres to produce the \$13 million crop.

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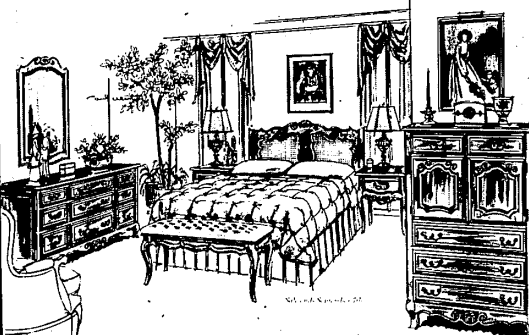
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