



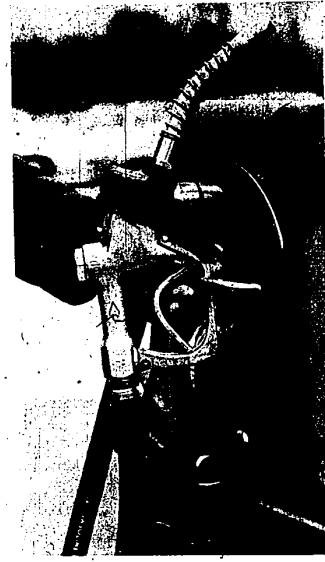
**CORRECT** — Hose is in pump and handle is down, showing that the motor is off.



**ILLEGAL** — Hose is in pump but hanging on motor lever, leaving motor running.



**ALSO ILLEGAL** — Hose is hanging on motor lever and outside of pump unit.



**REJECTED** — New type of handle hangs on motor lever. To be legal, the motor lever should be straight down. (Observer photos)

# How To Avoid Gas Frauds

STORY: W.W. Edgar  
PICTURES: Mark Nickel

Few persons realize it, but they could be innocent victims of a fraud each time they drive into the corner gas station and say, "Fill 'er up."

This horrible thought came to light in a recent warning from the Weights and Measures Division of the State Department of Agriculture. It said that the handles on the pumps at gasoline stations could be manipulated in such a manner that certain of the customers could be shorted, in defiance of the state law.

This law — Code G, Sec. 2 — under the heading "Facilitation of Fraud," reads: "All commercial equipment and all mechanisms and devices attached thereto, or used in connection therewith, shall be so constructed, assembled and installed for use that they do not facilitate the perpetration of a fraud."

**CLOSE EXAMINATION** of the pumps at many of the stations revealed the fact that the manner in which the nozzle was hung back on the pump left the motor running. The sale also was left recorded.

In cases such as this, it is claimed, the attendant could make several small sales—\$1 or \$2—and then when he gets the order to "fill 'er up," he could start the sale from those figures instead of from scratch. In this manner he could pocket the money from the small sales and the customer who ordered a filled tank would be shorted.

"The first inkling we had that such actions were possible," Corp. Fred Benson, of the Livonia Police Department, explained, "was while attending a seminar at Higgins Lake during the past summer."

"One of the speakers dealt at length on this subject," he went on, "and when we returned home we decided to conduct our own investigation."

"We were not ordered to do so by the state. It was our own idea and it met with some surprising results in our first effort."

"We didn't uncover any cases of fraud," he emphasized, "but we did come across many handles that smacked of being illegal. We ordered them removed and met with only the finest cooperation."

Corp. Benson and his assistant, Corp. Duren, stated that they have been working on the research for the past three months and they have come upon some interesting facts.

**THEY CLAIM THAT** about 80 per cent of the pumps in Livonia are illegal and that the same ratio would apply to other areas. They further stated that about half of this 80 per cent are so bad that they should be shut off.

"But," they added, "we haven't uncovered any fraud up to now."

They also pointed out that the new style silent pumps contribute to the possibility of fraud.

"One used to be able to hear the pump," Corp. Duren explained. "You knew if the pump was running when you arrived at the station. With the silent pumps you no longer know."

"And most of the time," he said, "you drive to the pump and the driver's seat is a bit ahead of the pump, so you pay no attention. The gas is put into the tank in the rear. And even if you did have the chance to see, you usually closed the window at the driver's seat and took things for granted."

The Livonia officers also reported that the major oil companies are cooperating to the fullest in the hope that the chance for fraud can be eliminated.

"Just last week," Corp. Benson said, "we received a new style pump handle from a major concern. It looked fine. But we turned it down on the premise that, while the gas it down on the premise that, while the gas

hose could be stuck back into the pump, the mere hanging of the nozzle did not automatically eliminate the chance for fraud.

"What we need," he said, "is a handle on the pump that hangs downward and no longer could serve as a hanger for the nozzle. With the handle all the way down, the nozzle would have to be placed back in the pump well and the motor shut off."

The officers then added their warning to the one issued by the state. The motorist should do two things — check the pump and see that everything stands at zero when you make your purchase, and make sure that the handle on the pump—not the nozzle—is pointed straight down or at such an angle that it could not serve as a hanger for the nozzle.

Thus far, according to the police, only one case of fraud has been reported, and it happened in Lansing.

"But the danger is always there," Corp. Benson stated, "and we will be on the look-out."

So, next time you drive into a gasoline station and blithely say, "Fill 'er up," be sure to check the pumps. You may be the next victim of a perpetrated fraud.

# Why Toy Makers Get Well Faster

By CANDY LUTZ

"Helping ourselves through helping others" is the motto of the geriatrics sheltered workshop program at Northville State Hospital.

And this motto works.

Northville State Hospital, which has received national recognition for its geriatrics department, has initiated a contractual service in which patients produce and sell toys.

Since the inception of the program at Northville last December, mental patients not only have been released more rapidly, but they have added knowledge from producing custody stuffed animals, pillows and toys.

"WE RECOGNIZE our charge to treat patients, but we use this as our tool for practical rehabilitation," said Bernard Plummer, director of the program.

The 55 geriatric patients 60 years old and up, are now working in cooperation with a group of patients between the ages of 20 and 40.

When the final organizational structure is completed, the groups will work separately.

In the past, according to Plummer, patients 60 or older were often neglected, and if they were able to leave, they would be ill-suited to adapt to society.

But now this is changing. Under the direction of Plummer, patients are learning skills so that when they are able to go back into the community, they can function in a normal fashion.

"We are stressing a total type of involvement and are trying to give as realistic a situation as possible," Plummer said.

AS THE PROCESS continues at Northville, three women in Plymouth are busy working on their end of the total production.

Mrs. William Kleckner, Mrs. Robert Andrews and Mrs. Lionel Guadagnoli are taking care of much of the marketing.

"We do what the hospital has neither the time nor personnel to do," Mrs. Andrews explained.

All three having had wide nursery school experience, they were naturals for the role of showing nursery schools and others dealing with pre-schoolers the finished product.

Last Wednesday evening, for example, they showed samples of the patients' work to 25 persons.

"THE RESPONSE was interested and enthusiastic," Mrs. Kleckner said.

"The people were much more receptive after realizing that the hospital wasn't trying to make money, but rather helping people get well," she added.

These three women, who make many of the orders, have nothing but praise for the patients' work.

"They can make almost anything," Mrs. Andrews said.

IN THE DEPARTMENT, the steady tapping of a hammer and the buzz of a power saw are common sounds.



DAVID KLECKNER, son of Mr. and Mrs. William Kleckner of Plymouth, seems to be pretty sure that the toys made by patients at Northville State Hospital are the best thing since ice cream cones. (Observer photo)

Patients work in assembly-line fashion, receive a small wage for their work, and produce top-quality toys.

The hospital has purchased various kinds of power saws, a floor sander, a drill press, and the hand tools which are essential for making slides, jungle bars and easels.

PATIENTS ALSO gain skills in leadership. They act as production supervisors, payroll employees, and often produce the newest, most creative ideas.

Few patients have been unable to withstand the pressure, and most thrive and progress in this type of working condition, according to Plummer.

At this point, production isn't at full capacity, and it probably will not be until late March or April.

"We'll never reach full production as a factory would," Plummer said. "But what we are trying to do is get patients to make the most of their capacity."

"people sometimes lose sight of the fact that this program is for rehabilitation and not production."

MANY in this project have been institutionalized for some length of time. This current program is a total-rehabilitation process as well as a restructuring of the self-image.

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