

Business relationships Require diligence, alertness

Our recent story about a Farmington Hills family who reported that they had received an incorrect prescription on two occasions from a CVS pharmacy has generated some interest from readers.

The story in which Farmington Hills resident Jeff Zorn reported he had twice received incorrect prescriptions illustrates the need for consumers to be discerning, especially about their medications.

Health care, including the use of medications, is an individual responsibility. In both reported incidents, Zorn and his family noticed the mistakes before the prescriptions were taken.

Naturally, CVS officials are concerned about complaints from customers and concerned when they are reported in a newspaper. They should be.

In the first incident, Zorn said he didn't file a complaint, figuring it was only human error. The second time it happened, he filed a complaint, which the corporation has on file.

And that, according to CVS officials in Rhode Island, is the proper procedure, and one that is taken seriously.

While it is easy to criticize a major corporation, it is important and easy to file an official complaint when there is a problem. And the

But it is important that consumers remain alert. Human error can happen. Negative consequences can be prevented if consumers are alert and wise and willing to point out mistakes.

consumer should again follow up and ensure that indeed the corporation has cleared the complaint.

The filling of prescriptions is serious business. We have no doubt that CVS and its pharmacists know this.

But it is important that consumers remain alert. Human error can happen. Negative consequences can be prevented if consumers are alert and wise and willing to point out mistakes.

Customers should establish relationships with their local businesses. And relationships involve responsibility for both sides.

We encourage alertness and diligence from our area pharmacists. We encourage the same from consumers, some who may too often rely on others to be on the ball.

Guns: Time to find solution

If you thought the shooting of 6-year-old Kayla Rolland in Mt. Morris Township would get the discussion of gun control flowing, look no further than the Michigan Legislature for proof you were wrong.

In the wake of the first-grade shooting, House Democrats tried to bring measures they'd proposed in November up for discussion. They were quickly shot down by Republicans, with House Speaker Charles Perricone (R-Kalamazoo) accusing Democrats of "manipulating" the process.

Apparently the speaker doesn't feel that stopping the discussion because Republicans are fearful their anti-gun control stance will be used against them at election time is manipulative.

While nearly every lawmaker who could find a microphone decried the tragic events in Mt. Morris Township, many of them disappear when someone calls for tangible action.

Children are killing children, and still no substantive discussion on gun control takes place. As the Mt. Morris case moved into the finger-pointing stage, each side of the gun debate got busy marshaling its troops. Gun control lobbyists are frantically shouting,

"See! It was only a matter of time until something like this happened," while gun rights activists are equally frenetic with their assertions that this crime would have happened with or without gun laws.

The sad truth is, given the circumstances in which the 6-year-old shooter was forced to live, the latter is probably closer to the truth than the former. Living among people who traded drugs and guns like children's trade baseball cards made a loving, stable life nearly impossible for this young boy.

But that doesn't mean gun control lobbyists are completely wrong. In fact, incidents like these - happening with ever-increasing frequency - bring home the need for more stringent control in a way most events can't. Our children are dying; how much more important can we make the issue to people?

GUN CONTROL

Among the measures being bandied about are child safety locks, a ban on imported high-capacity ammo clips and outlawing gun ownership by young people. The proposals made by Michigan Democrats include banning guns from public places - churches, schools, sports arenas and bars.

President Clinton wants background checks for people who buy guns at gun shows. It's the pivotal issue between Clinton and the Republicans.

We don't believe any of these measures are unreasonable. Of course, opponents will argue that all you're doing is taking rights away from the responsible gun owners and making things easier for the criminal element. That may be, but you've got to start somewhere.

In the wake of the first-grade shooting, gun rights supporters and gun control activists seemed to agree on one thing. Whatever controls are placed on the ownership of weapons will be useless without responsible actions by those entrusted with their possession and care.

The more irresponsibly gun owners act, the more stringent the controls need to be. Hopefully, the message is getting through. Three dealers - Dick's Sporting Goods, Gander Mountain and Sports Authority - have agreed to provide trigger locks for guns sold at all their metro Detroit stores starting March 15.

Of course, it took a \$400 million lawsuit against nearly two dozen gunmakers and 10 dealers, after an undercover sting operation revealed illegal sales to minors and felons. But at least there's some measure of safety, no matter how small, that came out of the case.

We're all for rational, impassioned discourse. But without a real effort toward improving safety, all the talk rings hollow. It's time to get something done, before we have to bury another child.

GEOFF BROOKS



LETTERS

Opinions are to be shared: We welcome your ideas, that's why we offer this space for your opinions. We will help by editing for clarity. To assure authenticity we ask that you provide a contact telephone number and if mailing or faxing a letter, please sign it. Letters can be mailed to Joanne Maliszewski, 33411 Grand River, Farmington, MI 48335, faxed to Joanne at (734) 469-2700 or emailed to jmaliszewski@oc.hometown.com.net

Deep concern

The content and tone of Joni Hubred's recent article, "Farmington Hills family twice gets wrong prescription," March 3, 2000, is a matter of deep concern to us.

Reporting the allegations of an individual as fact runs counter to the basic principles of journalism. However, what is most inappropriate is the article's simplistic condemnation of chain drug stores, to which we were never given an opportunity to respond.

CVS pharmacists are dedicated health care professionals who make the well-being of their patients their top priority. Criticizing a pharmacist's professionalism because he/she works in a chain drug store is as unfair as criticizing reporters who work for newspapers owned by a larger parent company.

All newspapers, whether they are small community publications or major dailies, have an obligation to adhere to fair and balanced reporting and follow basic journalistic practices. Unfortunately, the Farmington Observer did not live up to this obligation with its recent reporting on CVS pharmacy.

Todd Andrews,
Director, Corporate Communications
CVS/pharmacy

the fix is in. Now they're calling for a closed primary so the Republicans can fix even more elections in the future. All changes favoring the majority parties, no doubt. Even more media domination for mindless Republican and Democratic rhetoric contests, and more major media blackout for minor party's views.

There are real people out here, hello, the system is broken. We need to get the big corporations fueling the air wars out. Everyone is in agreement about this, even some of the Republicans. But the establishment Republicans are just too sick with money and power to ever change. We need to take back our government from the group that is corrupting the process, stealing our tax dollars, exporting our manufacturing jobs and destroying the American people's ability to govern themselves.

I can hardly wait to see the new carnival of dirty tricks they have in store to deep the Reform Party out of the presidential debates. I know the Reform Party intends to boycott the Anheuser-Busch beer company sponsoring the debates - that's just what us "real reformers" do.

Eric Borregard
Chairman, Reform Party
11th District

It's a joke

The Michigan presidential primary election, what a joke, what a fraud, what a complete waste of the taxpayers' money and time. When will the people ever learn their election process is broken? Evidently, not even when George W. Bush is crying in the arms of John Engler while he sings his "oh, but this is a victory" speech.

The Republican establishment has become so fat with PAC money and so arrogant with power they couldn't help stinking up the primary ballot with Bozo candidates for both the Democratic and Reform Party's columns. Who were they expecting us to vote for? Lyndon LaRouche or Donald Trump? Reform Party State Chairman Perry Spencer twice told Republican Candy Miller to take Trump's name off the ballot.

Engler and Bush put millions into negative ads aimed at their own Republican Party's "real reformer," McCain, then claimed Bush to be "the reformer with results" the whole time. How disingenuous can you get?

The whole thing is such a fraud. McCain isn't going to get any of Michigan's Republican Party delegates to the National Convention,

Party preparations

It's that time of year again! Parents of the class of 2000 students at Farmington, North Farmington and Harrison High Schools are preparing for the annual Senior All Night Party to be held at each high school the night of graduation, Sunday, June 4.

This party is designed to provide a safe, enjoyable and memorable close to their senior activities and graduation. Because the parties last all night, the plans are extensive and involve scores of volunteers. I am encouraging all parents to respond to this need in their respective high school. Perhaps you have already been contacted... if not... then seek out how you can be involved in this important event.

While I'm at it, I would like to extend a "thank you" to the businesses and community groups that will be asked to support these parties. Food, prizes, and yes, money will be needed. Your donations do not go unnoticed or unappreciated. Good luck to all '00 graduates and their parents.

Cynthia Helleck
FHS Parent

COMMUNITY VOICE

QUESTION:

Do you plan to attend any Tiger games this year in the new Comerica Park?

We asked this question at Starbucks Coffee in downtown Farmington.



"None at all. They disgraced a historical landmark. If it had a different name I'd consider it."
Joe Hernandez
employee



"I am going. But not for a game but a concert. The Dave Matthews Band."
Julie Dukes
employee



"I hadn't really thought about it, but sure, I'd like to go."
Colleen Steakhouse
patron



"I'm going to Comerica Park, but not to a baseball game. The Dave Matthews Band and any other fun shows."
Katie Reid
employee

Farmington Observer

JOANNE MALISZEWSKI, COMMUNITY EDITOR, 248-477-5450, jmaliszewski@oc.hometown.com.net
HUGH GALLAGHER, MANAGING EDITOR, 734-953-2149, hgallagher@oc.hometown.com.net
PEB KNOEPEL, ADVERTISING MANAGER, 734-953-2177, pknoepel@oc.hometown.com.net
TROY GIBSON, CIRCULATION MANAGER, 734-953-2118, tgibson@oc.hometown.com.net
RICK FODORZEL, MARKETING DIRECTOR, 734-953-2150, rfodorz@oc.hometown.com.net
JIM JAMESON, OPERATIONS DIRECTOR, 734-953-2180, jameson@oc.hometown.com.net
SUSAN ROSKE, PUBLISHER, 734-953-2100, sroske@oc.hometown.com.net
BANKS DASHMAN, VP/CHIEF OPERATING OFFICER, 734-953-2252, bsdashman@oc.hometown.com.net
HOMETOWN COMMUNICATIONS NETWORK, INC.

PHILIP POWER, CHAIRMAN OF THE BOARD JEANNE TOWAR, VICE PRESIDENT/EDITORIAL RICHARD AGRUAN, PRESIDENT

OUR MISSION: "Because we publish community newspapers, we think about community journalism in a fundamentally different way than our bigger competition. They consider themselves to be independent from the stories and communities they cover, swooping in to write the unusual or sensational and then dashing off to cover something else. We regard ourselves as both accurate journalists and as caring citizens of the communities where we work."

— Philip Power