The Sacramento Bee SATURDAY June 24, 2000



Music on the air Ani DiFranco, left, is among the many musicians who perform on "The Best of Hard Rock Live" tonight on the VH1 channel. Page I-6

Internet
WWW.SACBEE.COM

**RELIGION & ETHICS** Page I-10

COLUMNS 1-2
COMICS 1-8, 1-9
TELEVISION 1-6

## Cause and effect

Lesley Ann Clement

is on a mission—

embracing tough

methods— to change

the way nursing

homes operate

By Cynthia Hubert Bee Staff Writer

esley Ann Clement's crusade began with a chilling telephone call on an April night more than six years ago. "Something happened to Grandma Dorothy," a familiar voice told her.

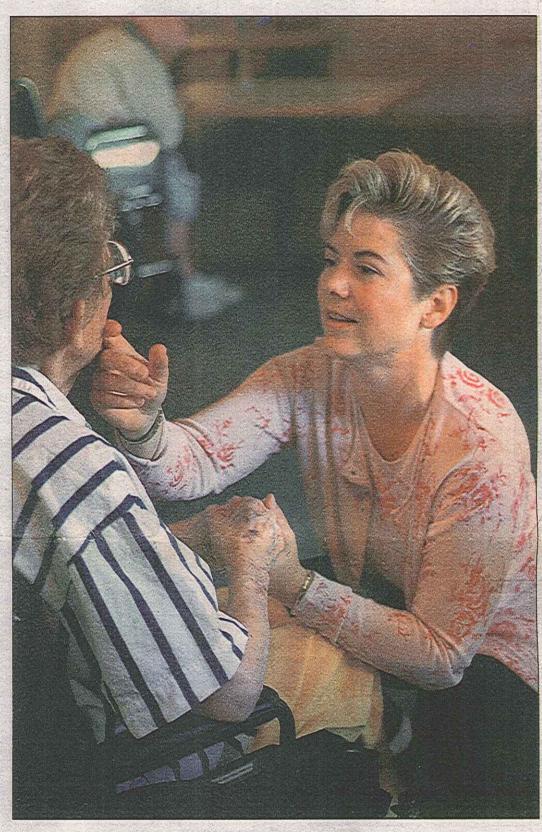
Grandma Dorothy was Dorothy Palmer, her great-aunt, who had moved into a Marin County care home three months earlier with symptoms of Alzheimer's disease. She was 82 years old.

By the time Clement arrived at the hospital from Sacramento, doctors had reported Palmer's injuries to police. A petite and reserved woman who weighed less than 100 pounds, Palmer had fractured ribs, torn abdominal muscles, cuts on her face and deep bruises on her arms and legs. Physicians suspected that she had been beaten.

The next day, Clement, a young lawyer whose biggest clients were land developers, made a decision that would steer her life in a dramatically different direction. She decided to sue the nursing home for elder abuse.

"I had never litigated a case like this before," she said. "But I was so angry. You cannot imagine something like this can happen when you leave your loved one in a facility."

Clement's case went to trial, and after three weeks she accepted a large settlement offer from the care home, which



never admitted wrongdoing. Then she began pushing for state regulators to seize the owner's license. Eighteen months later, they did.

By then, Clement had left the firm where she had been working and had established her own law practice, focusing on elder abuse and neglect. Today she is one of only a handful of lawyers in the country who work exclusively on such cases and is a nationally recognized expert in the field.

"Before Lesley came along, it was al-

See CLEMENT, page 13

Bee photograph/ Leilani Hu

Attorney Lesley Clement talks with one of her nursing-home abuse clients, Maxine O'Hara.

## Clement: Lawyer's practice has its critics

From page I1

most impossible to get a lawyer to take these cases," said Carole Herman of Foundation Aiding the Elderly, a Sacramento advocacy group for seniors.

"These were old people. They didn't have any 'financial value.' But she had a passion. She took it on as a mission."

Newly minted changes in California's Elder Abuse Act helped pave the way. The year Clement started her practice, the California Legislature amended the law to allow for "pain and suffering" damages for survivors in abuse cases and for payment of attorney fees.

lement, who now has nine employees, including two associates, in her J Street office, settles the vast majority of her cases out of court, often for six figures or more. Her firm's cut can be as much as 33 percent.

The work is costly, both financially and emotionally, she said.

When focused on a big case, Clement, 38, is relentless. It is not unusual for her to work 18 straight hours, poring over records, interviewing medical experts, visiting with residents and their relatives. When she sleeps, she dreams of examining witnesses. She has been known to cry with the families of her clients.

"Most of the people I represent are either dead or demented," Clement said. "They can't tell me what happened. So I've got to find people who can describe what life was like for my client, who can tell me what they suffered." It is grueling, meticulous work, and it can cost tens of thousands of dollars to properly prepare for trial. Since most of her clients cannot afford such costs, Clement operates largely on a contingency basis.

Warm and engaging by nature, Clement is prone to eruptions of anger and tears when she talks about the people she represents.

"Look at this lady," she said on a recent day, displaying a photograph of an elderly woman whose broken leg became so badly infected it needed to be amputated. "This is criminal."

Her higgest settlement, \$3 million, was against a care home where one resident's bedsores were so deep and large that they exposed bones. One of her current clients is a grandmother who Clement said will need lifetime care after she was allegedly beaten into a coma at a nursing home.

Clement is philosophical about her work.

"If we are lucky, all of us are going to be old," she said. "My clients are the people who gave our generation the wonderful quality of life we have today. We need to take better care of them."

Clement's determination and zealousness on behalf of the elderly and disabled people she represents are legendary in her field. "She is really one of the pio-

"She is really one of the pioneers in elder-abuse litigation," said John Supple, a San Francisco lawyer who has defended nursing homes targeted by Clement. "I respect her knowledge and her ability. I have always found her to be professionally courteous, but she pushes the envelope



Lesley Clement says of her law practice specializing in elder-abuse cases: "This work is emotionally draining. ... But to me, this is a cause. I am an advocate. I do not let go."

66

Most of the people I represent are either dead or demented. They can't tell me what happened. So I've got to find people who can describe what life was like for my client, who can tell me what they suffered.

Lesley Ann Clement

people think."

Clement, whose office pet is a Japanese fighting fish named Rocky and whose partner in life is another lawyer, Gary Gallawa, said she only accepts the most egregious cases of mistreatment. She makes no applogies for her persistence.

"I do give everything I can give to my clients because the cases mean so much to them. This work is emotionally draining. Sometimes it is completely overwhelming. But to me, this is a cause. I am an advocate. I do not let go."

lement takes her inspiration, she said, from the "strong women" in her family who served as mentors from her days as a schoolgirl in Petaluma. Her great-great-aunt, Ida Perinoni, was the town's first postmistress. Her grandmother, Beatrice Pedrazzini, a schoolteacher whose portrait hangs in her office, taught her that a girl could do anything if she was determined enough.

"They were very hardworking and independent women," Clement said. "I know they would be very proud of what I'm doing now." Clement's other mentor is her mother, Joan, who accompanied her on a monthlong trip to South America earlier this year. "My mom always does the right thing, and she tells it like it is,"

versity of San Diego in 1988, Clement took a job with a Sacramento law firm. Her first assignment was in Hawaii, where she lobbied for seven bills striking economic agreements between that state and California. Although she was successful, she said, she despised the process.

"I hated seeing my bills get gutted. I told my boss, 'I want out of this.' "So she began focusing on construction and employment cases, mostly representing developers.

Then came the call about Grandma Dorothy on April 14, 1994.

As she researched her greataunt's case, Clement crossed paths with advocates like Herman.

"I started hearing all of these horror stories," she said. "I was getting calls from people who needed help and had nowhere to turn. I realized I had to do something."

Clement quit her previous practice, borrowed some money from her mother and, with her secretary, opened her own firm. "I was busy from day one," she said. This year alone, she has settled 16 cases and expects to take at least two others to trial.

The great-aunt whose case

launched Clement's new career, meanwhile, is now in the full throes of Alzheimer's disease and lives in a skilled nursing facility in Petaluma. She is unable to recognize even close family members these days.

"But she is very well cared for," Clement said.

Lori Costa, a local healthcare consultant who has butted heads with Clement, said she admires the lawyer's "drive" but questions the motivation of aggressive plaintiff's attorneys.

"I have a problem with lawyers who try to beat the bushes and tell people, 'Hey, I can help you. We can sue. You can make money,' "Costa said. "I am not necessarily saying Lesley does that, but it definitely happens. We are seeing a barrage of litigation. I wonder about that."

lement said she blames understaffing and poor government oversight for most problems in nursing homes. "I don't blame the people who work in these places," she said. "They simply do not have enough hands and legs to give the residents the care they deserve."

Regulators, she said, need to get tougher on bad operators, and owners should be subjected to criminal liability for abuse. Until such profound changes occur, she said, she does not expect her workload to decline.

"The fact is that prisoners in this state have better care and more freedoms than most people in nursing homes," said Clement. "It's a dirty little secret, and it's shameful.

"My biggest hope is that I can stop doing this work someday. Unfortunately, I don't see a slow-down in cases. I don't see big changes. And I'm not going to give in. I'm determined to make a difference."

## Nosy people n vague answers

EAR MISS MANNERS: I am a middle-age man with tinted contact lenses. I wear these lenses because I like the effect and they are easier to find when I drop one.

Unfortunately, I have been challenged with the unpleasant question, "Are those really your eyes, or are you just wearing contact lenses?"

This question inevitably comes from women and from individuals younger than myself. I am perplexed as to the best response. I am annoyed and insulted by the question, and do not feel as though I should have to dignify it with an answer.

I am tempted to reply, "Are those really your breasts, or did you just have surgery?" Valuing my jaw, this is probably not the ideal response. I have tried the more polite, "Now why do you feel the need to ask that?" and am greeted with, "I just want to know." Sigh.

GENTLE READER: Sigh, indeed. Miss Manners seems to remember that there is supposed to be a gap between being curious to know something and feeling entitled to ask.

It would be simpler if you just said "Yes" — meaning yes, they are your eyes, and yes, you wear contact lenses. True, this is more of an answer than nosy people deserve, but it would soften your saying, "Excuse me, but I really don't care to discuss this," if they persist.

DEAR MISS MANNERS: I don't think you have ever covered proper etiquette in writing business letters. With the current problem of "political correctness," I don't want to be doing something wrong. I am sure there are many, many others who would like this question answered.

Years ago, I was taught that when writing a business letter in which you don't know the name of the person to whom the letter is going, you address it as "Dear Sir" or "Gentlemen." I certainly don't want to say "Dear Sir or Madam" or "To Whom It May Concern." That is just too much. So what do I say to recognize the fact that the CEO may be a woman?

GENTLE READER: You are quite right: There are many others who would like this question answered, and Miss Manners has not covered this matter since, oh, maybe last week.

The answer is that you should

get over w

MISS M

think that are respec male equivalence and equ

DEAR M 12th birth fell on the family birr gave me a thanked h several tir used my a bought he

During of the phone Grandma A month la visiting an vate that s me and sh manners b her a than

I though much it we Could you Grandman bad!!

GENTLE cally, your There is rathanking s gold bracel present do Miss Mann that althou would be ration this or mother is raing you a pyou missed obviously lehind it gratitude.

But for g wants to tu she should herself. A l have acknot astic exprebefore men tomary and in writing.

JUDITH MAF column appea Scene. Write 15779, Sacra





## Clement: Lawyer's practice has its critics

From page II

most impossible to get a lawyer to take these cases," said Carole Herman of Foundation Aiding the Elderly, a Sacramento advocacy group for seniors.

"These were old people. They didn't have any 'financial value.' But she had a passion. She took it on as a mission."

Newly minted changes in California's Elder Abuse Act helped pave the way. The year Clement started her practice, the California Legislature amended the law to allow for "pain and suffering" damages for survivors in abuse cases and for payment of attorney

lement, who now has nine employees, including two associates, in her J Street office, settles the vast majority of her cases out of court, often for six figures or more. Her firm's cut can be as much as 33 percent.

The work is costly, both financially and emotionally, she said.

When focused on a big case, Clement, 38, is relentless. It is not unusual for her to work 18 straight hours, poring over records, interviewing medical experts, visiting with residents and their relatives. When she sleeps, she dreams of examining witnesses. She has been known to cry with the families of her cli-

"Most of the people I represent are either dead or demented," Clement said. "They can't tell me what happened. So I've got to find people who can describe what life was like for my client, who can tell me what they suffered." It is grueling, meticulous work, and it can cost tens of thousands of dollars to properly prepare for trial. Since most of her clients cannot afford such costs, Clement operates largely on a contingency

Warm and engaging by nature, Clement is prone to eruptions of anger and tears when she talks about the people she represents.

"Look at this lady," she said on

a recent day, displaying a photo-graph of an elderly woman whose broken leg became so badly infected it needed to be amputated. "This is criminal."

Her higgest settlement, \$3 million, was against a care home where one resident's bedsores were so deep and large that they exposed bones. One of her current clients is a grandmother who Clement said will need lifetime care after she was allegedly beaten into a coma at a nursing

Clement is philosophical about

her work.

"If we are lucky, all of us are going to be old," she said. "My clients are the people who gave our generation the wonderful quality of life we have today. We need to take better care of them.

Clement's determination and zealousness on behalf of the elderly and disabled people she represents are legendary in her field.

"She is really one of the pioneers in elder-abuse litigation," said John Supple, a San Fran-cisco lawyer who has defended nursing homes targeted by Clement. "I respect her knowledge and her ability. I have always found her to be professionally courteous, but she pushes the envelope about as far as I have ever seen it pushed. She is just a very aggressive litigator."

At least one Sacramento lawyer believes Clement has a ten-dency to push the envelope too

Lesley Clement says of her law practice specializing in elder-abuse cases: "This work is emotionally draining. ... But to me, this is a cause. I am an advocate. I do not let go."

Most of the people I represent are either dead or demented. They can't tell me what happened. So I've got to find people who can describe what life was like for my client, who can tell me what they suffered.

Lesley Ann Clement

people think."

Clement, whose office pet is a Japanese fighting fish named Rocky and whose partner in life is another lawyer, Gary Gallawa, said she only accepts the most egregious cases of mistreatment. She makes no apologies for her persistence.

"I do give everything I can give to my clients because the cases mean so much to them. This work is emotionally draining. Sometimes it is completely overwhelming. But to me, this is a cause. I am an advocate. I do not let go."

lement takes her inspiration, she said, from the "strong women" in her family who served as mentors from her days as a schoolgirl in Petaluma. Her great-great-aunt, Ida Perinoni, was the town's first ostmistress. Her grandmother, Beatrice Pedrazzini, a school-teacher whose portrait hangs in her office, taught her that a girl could do anything if she was de-

termined enough.

"They were very hardworking and independent women," Clement said. "I know they would be very proud of what I'm doing now." Clement's other mentor is Clement's other mentor is her mother, Joan, who accompanied her on a monthlong trip to South America earlier this year. "My mom always does the right thing, and she tells it like it is," Clement said.

The younger of two girls in her family, Clement became interested in the law when she was in junior high school and her father, Jack, an Air Force veteran and real estate developer, was served

ersity of San Diego in 1988, Clement took a job with a Sacramento law firm. Her first assignment was in Hawaii, where she lobbied for seven bills striking economic agreements between that state and California. Although she was successful, she said, she despised the process.

"I hated seeing my bills get gutted. I told my boss, 'I want out of this.'" So she began focusing on construction and employment cases, mostly representing devel-

Then came the call about Grandma Dorothy on April 14,

As she researched her great-aunt's case, Clement crossed paths with advocates like Her-

"I started hearing all of these horror stories," she said. "I was getting calls from people who needed help and had nowhere to turn. I realized I had to do something.'

Clement quit her previous practice, borrowed some money from her mother and, with her secretary, opened her own firm I was busy from day one," she said. This year alone, she has settled 16 cases and expects to take at least two others to trial.

The great-aunt whose case

launched Clement's new career, meanwhile, is now in the full throes of Alzheimer's disease and lives in a skilled nursing facility in Petaluma. She is unable to recognize even close family members these days.

"But she is very well cared for," Clement said.

Lori Costa, a local healthcare consultant who has butted heads with Clement, said she admires the lawyer's "drive" but questions the motivation of aggressive

plaintiff's attorneys.
"I have a problem with lawyers who try to beat the bushes and tell people, 'Hey, I can help you. We can sue. You can make money,' "Costa said. "I am not necessarily saying Lesley does that but that but the said." that, but it definitely happens. We are seeing a barrage of litigation. I wonder about that.'

lement said she blames understaffing and poor government oversight for most problems in nursing homes. "I don't blame the people who work in these places," she said. "They simply do not have enough hands and legs to give the residents the care they deserve.'

Regulators, she said, need to get tougher on bad operators, and owners should be subjected to criminal liability for abuse. Until such profound changes occur, she said, she does not expect her workload to decline.

"The fact is that prisoners in this state have better care and more freedoms than most people in nursing homes," said Clement. "It's a dirty little secret, and it's shameful.

"My biggest hope is that I can stop doing this work someday. Unfortunately, I don't see a slowdown in cases. I don't see big changes. And I'm not going to give in. I'm determined to make a difference."

ELIMINATE WITHOUT SURGERY S.E. Garfinkle, M.D. 966-3030 CLAIFORNIA VEN CLINIC CALL FOR CONSULTATION AND FREE BROCHURE Nosy people n vague answers

EAR MISS MANNERS: I am a middle-age man with tinted contact lenses. I wear these lenses because I like the effect and they are easier to find when I drop one

Unfortunately, I have been challenged with the unpleasant question, "Are those really your eyes, or are you just wearing contact lenses?

This question inevitably comes from women and from individuals younger than myself. I am are younger than myself. I am perplexed as to the best response. I am annoyed and insulted by the question, and do not feel as though I should have to dignify it

I am tempted to reply, "Are those really your breasts, or did you just have surgery?" Valuing my jaw, this is probably not the iny jaw, this is probably not the ideal response. I have tried the more polite, "Now why do you feel the need to ask that?" and am greeted with, "I just want to know." Sigh.

GENTLE READER: Sigh, indeed. Miss Manners seems to remember that there is supposed to be a gap between being curious to know something and feeling entitled to ask.

It would be simpler if you just said "Yes" — meaning yes, they are your eyes, and yes, you wear contact lenses. True, this is more of an answer than nosy people deserve, but it would soften your saying, "Excuse me, but I really don't care to discuss this," if they persist.

DEAR MISS MANNERS: I don't think you have ever covered proper etiquette in writing business letters. With the current problem of "political correctness," I don't want to be doing something wrong. I am sure there are many, many others who would like this question answered.

Years ago, I was taught that when writing a business letter in which you don't know the name of which you don't know the hame the person to whom the letter is going, you address it as "Dear Sir" or "Gentlemen." I certainly don't want to say "Dear Sir or Madam" or "To Whom It May Concern." That is just too much. So what do I say to recognize the fact that the CEO may be a

GENTLE READER: You are quite right: There are many others who would like this question answered, and Miss Manners has not covered this matter since, oh, maybe last week.

The answer is that you should

MISS M

get over w think that are respectively male equivalent "ladies," as can't man Madam or dies and g

DEARM 12th birth fell on the gave me a thanked h several tin used my al bought her

During t the phone Grandma A month la visiting an vate that s me and she manners b her a thanl

I though much it wo Could you Grandmar

GENTLE cally, your There is ra thanking s gold bracel present do Miss Manr that althou would be re tion this or mother is p ing you a p you missed obviously l behind it -

But for g wants to tu she should herself. A have ackno astic expre before men tomary and in writing.

gratitude.

JUDITH MAR Scene. Write 15779, Sacra

Life is beautiful in The Bee's California Life section. The Bee



to allow for "pain and suffering" damages for survivors in abuse cases and for payment of attorney

lement, who now has nine employees, including two associates, in her J Street office, settles the vast majority of her cases out of court, often for six figures or more. Her firm's cut can be as much as 33 percent.

The work is costly, both financially and emotionally, she said.

When focused on a big case, Clement, 38, is relentless. It is not unusual for her to work 18 straight hours, poring over records, interviewing medical experts, visiting with residents and their relatives. When she sleeps, she dreams of examining witnesses. She has been known to cry with the families of her cli-

"Most of the people I represent are either dead or demented," Clement said. "They can't tell me what happened. So I've got to find people who can describe what life was like for my client, who can tell me what they suffered." It is grueling, meticulous work, and it can cost tens of thousands of dollars to properly prepare for trial. Since most of her clients cannot afford such costs, Clement operates largely on a contingency

Warm and engaging by nature, Clement is prone to eruptions of anger and tears when she talks about the people she represents.

"Look at this lady," she said on a recent day, displaying a photo-graph of an elderly woman whose broken leg became so badly infected it needed to be amputated. This is criminal.

Her higgest settlement, \$3 million, was against a care home where one resident's bedsores were so deep and large that they exposed bones. One of her current clients is a grandmother who Clement said will need lifetime care after she was allegedly beaten into a coma at a nursing

Clement is philosophical about

"If we are lucky, all of us are going to be old," she said. "My clients are the people who gave our generation the wonderful quality of life we have today. We need to take better care of them." need to take better care of them.

Clement's determination and zealousness on behalf of the elderly and disabled people she rep-resents are legendary in her field. "She is really one of the pio-

neers in elder-abuse litigation," said John Supple, a San Fran-cisco lawyer who has defended nursing homes targeted by Clement. "I respect her knowledge and her ability. I have always found her to be professionally courteous, but she pushes the envelope about as far as I have ever seen it pushed. She is just a very aggressive litigator."

At least one Sacramento lawyer believes Clement has a ten-dency to push the envelope too

Jim Geary, who has gone up against Clement in alleged abuse cases, said he believes many of Clement's cases are overblown. He said insurance companies that represent nursing homes settle many of her cases even though they believe no abuse or neglect has occurred.

"A lot of these people are there to die," he said, "and when they die, it is a messy situation. They have chronic illnesses. They wither away. They die through no fault of anyone."

Nursing homes and their insur-ance companies, he said, would rather settle such cases quietly than face possible negative pres coverage and juries that are bi-ased against the industries.

"Physical abuse certainly hap-pens because of the setting and the frustration and the difficulties of working with some of these people," said Geary. "But it happens a lot less frequently than



Lesley Clement says of her law practice specializing in elder-abuse cases: "This work is emotionally draining. ... But to me, this is a cause. I am an advocate. I do not let go.

Most of the people I represent are either dead or demented. They can't tell me what happened. So I've got to find people who can describe what life was like for my client, who can tell me what they suffered.

> 77 Lesley Ann Clement

people think."

Clement, whose office pet is a Japanese fighting fish named Rocky and whose partner in life is another lawyer, Gary Gallawa, said she only accepts the most egregious cases of mistreatment. She makes no apologies for her persistence.

"I do give everything I can give to my clients because the cases mean so much to them. This work is emotionally draining. Sometimes it is completely overwhelming. But to me, this is a cause. I an advocate. I do not let go."

lement takes her inspira-tion, she said, from the "strong women" in her family who served as mentors from her days as a schoolgirl in Petaluma. Her great-great-aunt, Ida Perinoni, was the town's first postmistress. Her grandmother, Beatrice Pedrazzini, a school-reacher whose postrait hours in teacher whose portrait hangs in her office, taught her that a girl could do anything if she was de-termined enough.

"They were very hardworking and independent women," Clement said. "I know they would be very proud of what I'm doing now." Clement's other mentor is her mother, Joan, who accompa-nied her on a monthlong trip to South America earlier this year. thing, and she tells it like it is," Clement said.

The younger of two girls in her family, Clement became interested in the law when she was in junior high school and her father, Jack, an Air Force veteran and real estate developer, was served with a lawsuit. "I was trauma-tized. I remember wanting to help my dad," she said.

After graduating from the Uni-

versity of San Diego in 1988, Clement took a job with a Sacramento law firm. Her first assign-ment was in Hawaii, where she lobbied for seven bills striking economic agreements between that state and California. Although she was successful, she said, she despised the process.

"I hated seeing my bills get gutted. I told my boss, 'I want out of this." So she began focusing on construction and employment cases, mostly representing devel-

Then came the call about Grandma Dorothy on April 14, 1994.

As she researched her greataunt's case, Clement crossed paths with advocates like Her-

"I started hearing all of these horror stories," she said. "I was getting calls from people who needed help and had nowhere to turn. I realized I had to do some-

Clement quit her previous practice, borrowed some money from her mother and, with her secretary, opened her own firm. "I was busy from day one," she said. This year alone, she has settled 16 cases and expects to take at least two others to trial.

The great-aunt whose

meanwhile, is now in the full throes of Alzheimer's disease and lives in a skilled nursing facility in Petaluma. She is unable to recognize even close family members these days.

Clement said.

"I have a problem with lawyers who try to beat the bushes and tell people, 'Hey, I can help you. We can sue. You can make money,' "Costa said. "I am not necessarily saying Lesley does that, but it definitely happens. We are seeing a barrage of litiga-

lement said she blames understaffing and poor government oversight for most problems in nursing homes. "I don't blame the people who work in these places," she said. "They simply do not have enough hands and legs to give the resident the next he resident."

Regulators, she said, need to get tougher on bad operators, and owners should be subjected to criminal liability for abuse. Until such profound changes occur, she said, she does not expect her

more freedoms than most people in nursing homes," said Clement.

"My biggest hope is that I can stop doing this work someday. Unfortunately, I don't see a slowdown in cases. I don't see big changes. And I'm not going to

launched Clement's new career,

tion. I wonder about that.'

dents the care they deserve."

workload to decline.

"But she is very well cared for,"

Lori Costa, a local healthcare consultant who has butted heads with Clement, said she admires the lawyer's "drive" but questions the motivation of aggressive plaintiff's attorneys.

"The fact is that prisoners in this state have better care and

"It's a dirty little secret, and it's shameful.

give in. I'm determined to make a difference."

said "Yes" — meaning yes, they are your eyes, and yes, you wear contact lenses. True, this is more of an answer than nosy people deserve, but it would soften your saying, "Excuse me, but I really don't care to discuss this," if they

DEAR MISS MANNERS: I don't think you have ever covered proper etiquette in writing business letters. With the current problem of "political correctness," I don't want to be doing something wrong. I am sure there are many, many others who would like this question answered.

I am tempted to reply, "Are those really your breasts, or did you just have surgery?" Valuing my jaw, this is probably not the

ideal response. I have tried the more polite, "Now why do you feel the need to ask that?" and am

GENTLE READER: Sigh, in-

remember that there is supposed

to be a gap between being curious

It would be simpler if you just

something and feeling

deed. Miss Manners seems to

greeted with, "I just want to

know." Sigh.

entitled to ask.

Years ago, I was taught that when writing a business letter in which you don't know the name of which you don't know the hame-the person to whom the letter is going, you address it as "Dear Sir" or "Gentlemen." I certainly don't want to say "Dear Sir or Madam" or "To Whom It May Concern." That is just too much. So what do I say to recognize the fact that the CEO may be a

GENTLE READER: You are quite right: There are many oth-ers who would like this question answered, and Miss Manners has not covered this matter since, oh, maybe last week.

The answer is that you should

DEARM 12th birth fell on the family birt gave me a thanked h several tin used my al bought her

dies and g

During t the phone. Grandma: A month la visiting an vate that s me and she manners b her a thanl

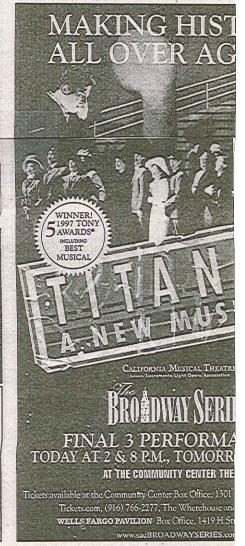
I though much it wo Could you Grandma r bad!!

GENTLE cally, your There is ra thanking s gold bracel present do Miss Mann that althou would be ru tion this on mother is n ing you a po you missed obviously le behind it. gratitude.

But for g wants to tu she should herself. Ak have ackno astic expres before men tomary and in writing.

JUDITH MAR column appea Scene. Write to 15779, Sacrar







VISIT OUR WEB SITE: www.april15.co

ELIMINATE Varicose & Spider Veins
William SU: Galfornia
S.E. Garfinkle, M.D. 966-3030 CLAIFORNIA
CALL FOR CONSULTATION AND FREE BROCHURE **SAVINGS** on Spring & Summer Clothing brown house Judith Jack
Trunk Show
in Oct.

LOEHMANN'S PLAZA
Canvasback
Trunk Show
in July Twin Bridges Antique Productions presents:

ANTIQUE SHOW & SALE Thurs., June 22nd 10-9 • Fri., June 23rd 10-9 Sat., June 24th 10-9 · Sun., June 25th 11-6 Indoors, free admission & parking Featuring Miracle Glass Repair SUNRISE MALL, Citrus Heights Sunrise Blvd. & Greenback Lane off Hwy. 50 916-961-7150 or 530-241-4063