



FOX VALLEY H.O.G. CALL



VOLUME XXXVIII NUMBER 11-2

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November 2023

Newsletter of the Fox Valley WI HOG Chapter #5521

Sponsored by:

Harley –Davidson Motorcycles of Appleton, Inc
5322 Claremont Drive
Appleton, Wisconsin 54913
920-757-1651
www.appletonhd.com



Hours: Tuesday-Friday 9am to 6pm
Saturday 9am to 4pm
Sunday –Monday Closed

2023 is winding down, there may be a few more days to ride. November is known for Thanksgiving and being grateful for what we have.

On Thanksgiving morning Bill and I along with Elly and Chopper will be walking 2 miles to support the Boys and Girls Club and The YMCA. We have done this for many years although the dogs have changed over the years. I have been blessed with health and the opportunity to travel the country on a motorcycle.

While traveling it's very humbling to see how other people live; some by choice, some by situation and others that just don't know any other way. Bill and I are planning our trips for 2024 and patiently (not) waiting to see where HOG is picking as 10 for 2024 stops so we can plan them into our trips. We were able to get 6 this year. Congratulations to Marcia and Leon for all 10.

If anyone is planning a trip be sure to talk to other members, it's likely someone has already been there or maybe would like to go to the same place as you. Traveling together builds memories and friendships. I'm excited to read all the ideas for the upcoming riding season on the post it notes and then choosing which rides and activities to participate. It's going to be difficult because there's not enough days of vacation to support our riding problem. Some day work won't interfere with the fun stuff.

I'm also looking forward to seeing everyone's ugly Christmas sweaters at the potluck next month. Thanks to everyone that participated in the November soup activity, especially Donna for the idea and those that made the soup.

Gift wrapping, bell ringing and pictures with the Grinch/Grump all on December 2.

Jean Callaway- Director





Page 2 From the Editor

News this month:

Jean says the future's so bright, I gotta wear shades

Donna brings us up to date on Mileage and the LOH Soup Feast
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Maury has the best do-good story you'll hear
Pages 4-5

Paul's recap of bystander first aid
...and do-rags
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Meeting Minutes
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Financials and Officer's contact info
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The Season of Thanks

Boy, how time flies. Last November, I wrote about the small things I was thankful to have, like no orphan socks. (Not so this year, I'm afraid.)

This year, I'll tackle the big stuff.

- I'm thankful I was born and raised in the United States of America.
- That I have a say in government by voting for people I think can do the job.
- That I can travel at will anywhere in this country I want. I don't need any special permission or documents.
- That I am responsible for me and my family, not the government and not other people.
- That I can help other people whenever I want.
- I have recourse if I think I've been screwed.
- That visionaries set aside beautiful parts of this country, saved them for eternity and called them National Parks.
- That I can join any gathering of other people, anytime, anywhere for anything. And that I've found such a gathering. That's all of you, by the way.
- I can own a piece of Earth.
- I'm only obligated to those I choose.
- And I'm free to own nearly anything I can afford to pay for.

My list is likely not everything, but I challenge all of you this time of year to truly reflect those things to be thankful. Now would be good.

Oh, and have a very Happy Thanksgiving.

This is an updated edition—your editor messed up and left out mileage and LOH updates – sorry.

Mileage Corner



When I checked on our National recorded miles our chapter has recorded 397,839 which ranks us at 9th in our regional group. Awesome Everyone!

For most of our members the season is wrapping up or finished. For those of you still riding, keep putting the miles on!

Any dealership can record your miles. You need to check with that dealership on when the last day they will read and ENTER your miles

on the national site.

On the National website, you can see what was recorded for you. Log into your account, then go to Ride 365. It will show; (1) your personal Lifetime miles, (2) your annual miles, (3) and the Chapter total miles. Today as I was looking at our details, I found that I was only 58 miles from earning my next badge from National. Ugh.

At the chapter annual party in January, details of our mileage will be shared.

Ladies of Harley

November meeting – Soup For You was a SUCCESS!

I hope you enjoyed the variety of soups the ladies made. This would not have been a success without those who participated by making soups, bringing the sides, beverages, and bowls/spoons.

Yolanda Brandt	- Chili & fixings
Jane Eastman	- Broccoli Cheese
Anna Seljan	- Potato
Lexie Smith	- Tomato & cheese chips
Julie Suring	- Pizza
Fran Taylor-Treder	- Crab & Corn Chowder
Donna Van Landghen	- Cream of Chicken with Wild Rice
Kaye Rogers	- crackers
Amy Boehlen	- bread, cheese, onions, croutons
Jean Callaway	- beverages
Diane Lemke	- bowls, spoons, cups

Your soup donation raised \$206 which will be placed in the Salvation Red Kettle on December 2, 2023, during our chapter bell ringing. THANK YOU EVERYONE.

Soup Ladies: I was asked by several members for the recipes. If you are open to sharing your recipe, please bring copies to the next meeting or if you don't have the option to make copies, please e-mail me and I will print copies.

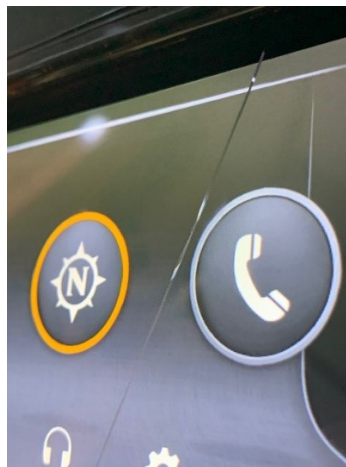
My idea behind having this Soup gathering was to get all of us time to socialize with each other. I believe I did a pretty good attempt to stop and say hello. Our December (potluck of goodies) and January (Pizza) monthly meeting will be another chance for everyone.

A Great Customer Service Story

Far too often we hear horror stories about how bad customer service has gotten. Maybe you've also had a bad experience or two. Seems as though many companies, both large and small, have forgotten how to treat a customer. They also seem to have forgotten the importance of having happy customers who carry so much power by word of mouth and positive reviews.

Here is my story. Great customer service does still exist, as proven to me by Harley Davidson Motor Company.

This August, I believe after the King ride, I noticed my 2020 Limited developed a crack in the radio glass. A nice clean line from top to bottom. So, at the next opportunity, I stopped at Appleton HD. Spoke with Nolan in service, asking what can be done. I was informed that the radio had tempered glass which should never crack. I had purchased my bike new in August of 2019 when the new models were introduced at that time. Since Harley has a two-year warranty, I was exactly two years past the expiration date. I braced myself for the fact that I would most likely need to pay for a radio replacement. Roughly \$2,000 for the radio plus labor charges to install. Nolan offered to contact Harley and find out if they could provide warranty assistance or any goodwill adjustment. Not surprisingly, the response from the Motor Company was sorry, you are way past the warranty expiration date, and no assistance is available.



Crap. As I expected. I'm on the hook for a big expense. My options were to use it as is since everything functioned correctly. But my fear was that if doing so, over a period moisture would enter and fry the electronics. Or replace the radio now before a bigger problem occurs. So, I thought, what the heck. I've got nothing to lose if I call the Motor Company direct.

What a great experience. My call went through quickly. I did not have to go through a lengthy phone menu. Virtually no wait time before I was able to speak with a representative who sounded like a Milwaukee resident, not a contracted support party from halfway around the world. I calmly and courteously explained my concern, asking if the Motor Company could give me any assistance, as I did understand I was way past the warranty expiration date and wasn't asking for the world. After quickly pulling up my records, the response was as expected, sorry, but nothing Harley could do. But wait, I'm going to give you a case number. Give this number to your dealer and maybe they will help in some way.

So, I gave this case number to Nolan at Appleton HD. They again contacted the Motor Company and lo and behold a replacement radio is on the way at no charge, and installation is included!

OMG! I'm beyond happy. I just won the lottery! Saved me well over \$2,000! Thank you, Harley Davidson Motor Company, and thank you to Nolan and all the great staff at Appleton Harley Davidson who made this happen!

Yes, the new radio is now installed and works perfectly. All at no cost to me.

The moral of the story- great customer service is alive and well, at least at Harley Davidson Motor Company and Appleton Harley Davidson. I'll continue to beat my drum and sing high praises to them for all who will listen. Of course, this earned me a customer for life!

Maury Wiese



From the archives:

This is the fourth installment reviewing concepts of the **P.A.C.T.** cards from Accident Scene Management. The acronym **P.A.C.T.** stands for: **P**revent Further Injury; **A**ssess the Situation; **C**ontact the EMS; **T**reat Injuries using **ABCSS** of Trauma. Last month the topic was: **C**ontact the EMS [Emergency Medical Services]. This month the topic is: **T**reat Injuries using **ABCSS** of Trauma. The acronym **ABCSS** stands for **A**irway; **B**reathing; **C**irculation; **S**hock; **S**pinal Motion Restriction. Sudden deceleration and compression are the root causes of all trauma related injuries. Severe injuries are expected when high speeds are involved, but significant injuries can also occur at speeds as slow as 10 to 15 mph. This includes damage to internal organs such as the spleen and major blood vessels.

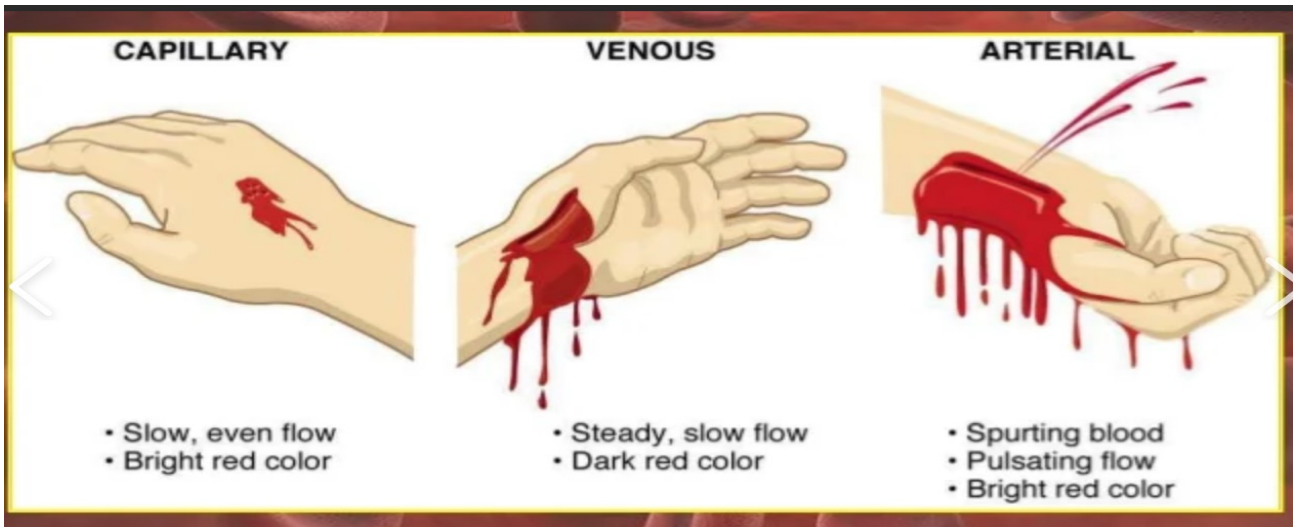
To fully implement the **ABCSS** of Trauma, you need special training, especially when it comes to opening the airway, treatment of certain injuries, and moving the injured. Anyone, and especially non-healthcare people can get some of this special training by taking a Bystander Assistance Course as taught by instructors from Accident Scene Management, Inc [which several of you have done]. Various schools and non-profit organizations offer CPR and First Aid classes to the public. Even if you have not had special training, there still are interventions and ways in which you can assist the injured at the scene of a crash or accident.

Airway – if a person does not have an open airway, they cannot breathe. Determining if an injured person has an open airway is always the first and most important intervention. A person talking to you has an open airway. A person not talking to you could have an open airway, but you need to check to be sure. Get down next to the person, feel for air movement at the nose and/or mouth. If you determine the person does not have an open airway, and you have had training, proceed to open the airway, per your training. If you have not had the training, remember the principles: assume the injured has a neck injury, “Prevent Further Injury”, and “Spinal Motion Restriction”. Perhaps place rolled up clothing to support the head and neck in the position in which the injured is laying, to prevent movement and possible further injury.

Breathing – a person talking to you is breathing. And even if they are talking to you, they could still have a chest wall injury. Normally, chest expansion and contraction during breathing is symmetrical. If it is not symmetrical, assume the person has rib injuries, and possibly a collapsed lung. Giving the injured something bulky, such as a rolled-up blanket or jacket, to hold against the injured side as a splint can provide support to the ribs, make it easier to breathe, and relieve pain. If the person is not talking, watch for chest movement. If you determine the injured is not breathing, and you have been trained, open the airway and begin rescue breathing per your training.



Circulation – check for a pulse by lightly touching on one of the carotid arteries, which you can do at the same time you are checking for an open airway and for breathing. [Practice on yourself or a willing partner to find the spots to check a pulse on the carotid arteries.] This should take no more than 10 seconds to determine. Continue your survey of the injured, looking for obvious bleeding. Superficial wounds [such as “road rash” usually result in capillary bleeding which is very slow. It is unlikely the injured will lose a large amount of blood in a short time. Of much greater concern is bleeding from a large vein, or an arterial bleed. A large amount of blood can be lost in a relatively short time, and can be life threatening. Bleeding from these kinds of wounds needs to be controlled as quickly as possible.



Apply Direct Pressure to control bleeding:

Management of Bleeding





These pictures illustrate the ideal situation: wearing vinyl or nitril gloves, and using sterile gauze as a dressing. If you do not have those available, then wear any kind of glove as some protection, and use any clean cloth that is available. Add more gauze [or other dressing] as needed to pack the wound, then find a way to hold the dressing in place [ideally you will have a roll of gauze. If necessary, get creative: bandanas, shoelaces, scarves, a belt, etc all can be “repurposed” to hold the dressing in place]. If direct pressure is not sufficient to control the bleeding, elevation of the limb [as long it does not cause other injury] may be helpful. More advanced interventions to control bleeding require special training. They include pressing on brachial artery [upper arm] or femoral artery [upper leg] or applying a tourniquet.

Fractures can result in significant blood loss. Closed fractures mean the ends of the bone did not break through the skin. There will often be swelling at the site of the fracture. Remove restricting items [such a rings and bracelets] from a fractured limb to prevent more injury from the swelling. Open fractures mean the ends of bone broke through the skin. At the very least, the open wound should be covered, bleeding controlled, and the fractured limb supported. These simple interventions do not require special training.

If the injured has a penetrating wound, do not attempt to remove the object. Support and stabilize the object. Removing the object could result in further injury, and possibly uncontrolled bleeding.

Shock – there are 3 kinds of shock to consider in trauma injury:

Hypovolemic = low blood volume from excessive blood loss [initial treatment is to control bleeding, laying injured flat, and elevating legs above heart, if possible].

Neurogenic = from traumatic injury to brain and/or spinal column. [initial treatment is to keep injured laying down, calm, and cover to keep warm and prevent shivering]

Psychogenic = emotional/psychological shock from the traumatic event. [initial treatment is same as for neurogenic. People helping at the scene can also experience psychogenic shock. Debriefing and counseling can be very helpful to heal from this type of shock]

Spinal Motion Restriction – always assume there are neck and spinal cord injuries, even if the injured person is up and walking around. The cervical spine [neck] should be protected against movement. When EMS arrives at the scene, they will always apply a special collar to stabilize the neck. This collar will only be removed if appropriate imaging and evaluation supports the medical decision there is no fracture. Better to err on the side of caution.

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This is a super condensed version of the training from a Bystander Assistance Course. If you have never gotten his training, this will give you a good idea of what you learn in these classes. Here is a link to the website for Road Guardians, and Accident Scene Management, where you can find upcoming classes: <https://roadguardians.org>

I highly recommend this training for everyone. I have taken the classes multiple times. It refreshes my memory, and reminds me of how to be safe and safely treat the injured. I take my trauma pack on every ride, and have one in my car. I have been able to render appropriate first aid in a variety of settings, and this training was definitely beneficial. It is training I hope you will never need. Then again, it is better to know it and not need it, than to need it and not know it.

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With a new supply of patriotic themed materials in stock, I will make some more DuRags and donate them for sale to benefit the 25th Chapter King Ride. I “tweaked” the design a little for a better fit, and will make them in 3 sizes. \$20.00 each.



November 7, 2023

Meeting called to order at 6:30M by Director Jean Callaway

New Members - Gregg Helgeson, from the Rock River Chapter , Mike Mudler lives in Sherwood and Mark Morgan and finance returning member

Members in attendance 46 , online 11 for a total of 57 - WELCOME!

Pledge of Allegiance followed by a Moment of Silence for John Long who lost his battle with cancer and other members with health issues along with those who have lost their lives and given to our country

Minutes of the October meeting were approved as presented in the newsletter

Amber Boehlen - reported that there currently are no funeral arrangements for John Long, but family is planning on a ride in 2024 to the Motorcycle Memorial in Door County and Chapter will be laying a brick in his memory

Jean Callaway -

*Members will not be able to sign up for the Chapter until January 2, 2024 per HOG regulations. At the January meeting Pizza will be served.

Motion by Jean Callaway, seconded by Amber Boehlen to spend up to \$150 on the pizza party for January, Ayes 46, Noes- 0

***Private vs Public** member information has been an issue with google being able to obtain information, so to protect our members the membership roster will not posted on our sites and members will not be allowed to ask for the member roster. If you are planning an event you can ask an officer for member information to contact them.

It would be in the best interest when planning an event to have members put name and phone numbers down for contact in case of weather or other cancellation.

Nominations and Voting -

The list of offices and people who volunteered were read aloud

Amber said she no longer wished to be Asst. Director but to remain as Treasurer

Stephen Seljan volunteered to fill the position of Assistant Director

No other nominations from the floor or online were made

Motion by Amber Boehlen and seconded by Mike Smith to accept the nominations for the officers as listed and announced and given 5 minutes for the members online to express any comments.

After the 5 minutes- **Motion by Amber Boehlen and seconded by Mike Smith** to close the nominations for the officers as listed and announced for 2024.

Ayes- 46, Noes-0, Abstain - 0

Motion by Amber Boehlen and seconded by Mike Smith to cast an unanimous ballot for the officers as listed and announced for 2024 for the Fox Valley Chapter. Ayes- 46, Noes- 0, Abstain - 0

Dealership Updates - Patricia/Alyssa

* Patricia announced she will be leaving the dealership and moving out of state effective Dec. 2nd after the Grinch party which is from 10-2pm and gift wrapping all day by the chapter members

*Harley will be having a Pre-Black Friday event with 40% off online and in store items

*Black Friday - dealership is working out details yet

*Rider Reward points will expire on Dec. 30th

*HOG Mileage program - Remember to turn in your mileage no later than Dec. 30th

Officers for the Fox Valley Chapter in 2024

- a. Director - Jean Callaway
- b. Assistant Director - Stephen Seljan
- c. Secretary - Diane Lemke
- d. Treasurer - Amber Boehlen

Discretionary Roles:

- a. Activities - Jane Eastman
- b. Historian - Tom Murphy
- c. Photography - "D"
- d. Membership - Sam T
- e. Webmaster - Mark D
- f. Road Captain - Maury
- g. Editor - Mike Smith
- h. Safety - Scott B.
- I. LOH - Donna Van Landghen

King Ride for 2024 -

*In 2024 will be the 25th annual ride

*Amber and Donna volunteered to Co-Chair the King Ride event in 2024 with some changes and will need more people to step up and be involved to help.

*Need date to be confirmed, because in 2024 the dealership will not be open on Sundays

*Possibility to change to a Saturday because the Veteran Home in King continues to have Covid issues

*VFW has stated they would be willing to be the ending location again

* Thank you to Richard for initiating the Candy Bar sales which were a huge benefit raising \$3000 and Community 1st also doing radio announcement spots which was a large part of people finding out and attending

* Possibly raise dollar amount for entrance fee

Gift Wrapping -/ Bell Ringing

Kaye announced and had a sign up sheet for Gift Wrapping on Dec. 2nd all day with 2 hr. segments -

Donation Box will be set up by the gift wrapping

Motion by Jean, seconded by Sam that all proceeds will to the King Ride, Passed unanimously

*This is also the day for Bell Ringing at Walgreens on corner of Casaloma & Wisconsin

LOH - Donna -

*Annual Party will be on Sunday Jan. 28th from 12:30 - 6PM with dinner at 1pm At the Capital Centre in Appleton - Games will also be available with more details to come

* Surprise Ride winner for October was Scott Boehlen

Miscellaneous -

* Kaye announced Meet & Greet on Thurs. Nov. 16th at Cheddar's Scratch Kitchen , 4531 W. Wisconsin Ave., Appleton

*Sunday Brunch on Sunday Dec. 3rd at the Colonial House in Fremont at 11 AM

*Bell Ringing will be Sat. December 2nd from 8AM - 7PM at Walgreens on the corner of Casaloma and Wisconsin

*Leather Chaps and Jacket were made available for sale and Yolanda purchased the jacket and Ann bought the chaps

*Cindy reminded members who did the Poker Ride stops that she and John will start drawing for the best poker hands tonight and at the, December and January meeting. Bring your pictures printed out on paper, (Not on your phones, etc.)

** There will be another Poker Ride in Spring of 2024

* Brain Storming ideas for events, rides etc. - there are post it notes on the tables for your ideas for next year. Please put down your thoughts and place on front table for officers to tabulate and announce at upcoming meetings

*Mileage competition will change in 2024 - no more year end totals, but will be doing mileage thru out the year and give members awards

*Soups were made by LOH Ladies with other condiments - Seven in totals for members to taste and sample. Donations will be going to the Red Kettle



Coffee Fund - Monies collected was \$149.00 with \$75.00 going to the chapter general fund. Winner number one was Sam T. of \$37.00, and second winner was Scott Boehlen of \$37.00 Congratulations!!!

Big Bin Winner - Amount for Nov.7th of \$25.00 was Vicki Erdman who was not in attendance (Sorry) Amount for the Dec. 5th meeting will be \$50.

***December 5th meeting will be our Potluck and Ron Comer has volunteered to bring the main course of Hot Roast Beef for sandwiches. Everyone attending is asked to bring a Dish to share.**

**** REMEMBER TO WEAR YOUR UGLY CHRISTMAS SWEATER TO THE DEC. MEETING!**

Meeting adjourned at 7:40PM

FVchaptermins11072023updated

October 2023
Financial Summary 3,264.62

Checking	722.24
Savings	1,062.94
Savings - Year End Party	536.59
Savings - Fun Run	213.60
Savings - King	52.55
Savings - Memorial Brick	611.70
Petty Cash	65.00

If anyone would like to see any of the reports,
please contact Amber

*less anticipated future pay-
outs*

Remaining account 3,264.62

Officers

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Sponsoring Dealer

Joshua Doughty

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Comings
and
Goings

A look a little
farther into the
Future and Other
Tidbits.

Member's tips and
trips and events
that might interest
you.

SAVE THE DATES!

Mid-America Rally
June 6-8, 2024
Chippewa Falls, WI

Next month—Ho Ho Ho

Officer's Meeting: Officer's meetings are 6:30pm on the 3rd Tuesday of each month at Sidelines in Greenville. All Members welcome to attend and contribute.

Note! Use of any H.O.G. logo is forbidden without prior consent of Harley-Davidson. See Josh Doughty at Harley-Davidson Motorcycles of Appleton, Inc. for guidance and permissions to use any Harley-Davidson or H.O.G. logos.