



Wings and Things

Monthly Update • Travelers Aid Society of San Diego • September 2015



Future Meeting

Tuesday, September 22, Volunteer Appreciation Luncheon, 11:30am at the Southwestern Yacht Club, 2702 Qualtrough Street, San Diego 92106.

Please RSVP no later than close of business on Friday, September 11, to gina@travelersaidsandiego.org or 619-400-2266.

Major Conventions

September 5	San Diego 9/11 Memorial Stairs Climb 2015 - 3000
September 10-13	US Psychiatric and Mental Health Congress - 5000
September 16-18	ICSC 2015 Western Division Conference - 5000
September 17-21	ICAAC/ICC 2015 - 7000
September 27-30	CSCMP'S 2015 Annual Conference - 2600

Major Events

September. 4-7	US Sand Sculpting Challenge and Dimensional Art Expo
September 5-7	Festival of Sail
September 7	Labor Day
September 5-11/14	Fleet Week
September 20-27	San Diego Restaurant Week

Monthly meeting

There was no monthly meeting in August.

Welcome to New Volunteers

We would like to welcome new volunteers **Josh Deerman, Angel Hill, Jeanette Mincks, Fabiana Shirohi and Angelika Taylor**. We are so glad that you have all joined this worthwhile program.

Airport Updates

All Sterile Badges must be replaced before February 2016. We are currently renewing everyone as soon as possible in order to avoid the mandatory test which starts on October 1st. Sterile badges will now expire on your birthday month. You will have the month prior and your birthday month in which to renew. If your birthday month passes your badge will expire and you will have to start the process from the beginning.

Those volunteers who hardly ever go post-security can turn their badges in and avoid the process altogether! Your badge needs to be turned over to Gina. We are working on a card for volunteers without badges so that they are identified beyond the uniform and name tag.

If you have not made arrangements for this renewal process, please call Gina, 619-400-2266.

The **electric outlets** are being covered up in the Columns at Terminal 1. If a passenger needs to recharge their cell phones, computers, whatever, please let them use the outlets at the desks. Just do what is necessary to accommodate the passengers. Thanks.

If you get a call asking about traveling with **medical marijuana**, even if it is for personal use, it can be confiscated as you are taking it out of state. It is still federally illegal.

There will be a **Lactation Restroom** behind security at Checkpoint 2 (T1, Gates 3-10). It is on the first floor, right by the TSA checkpoint. Eventually, there will be three of them at the airport.

Absences - We still count on you showing up for your volunteer positions, but know there are times when you just can't make it. Call Gina at 400-2266 or email at gina@travelersaidsandiego.org. Gina's email comes to her cell phone and it is checked frequently. Also, call your partner or the desk to which you are assigned. The numbers are T1 Desk 400-2261 & 2263, T2 Desk 400-2262 & 2264, T2West desk 574-8299. If, one of the desks doesn't have a volunteer, then hopefully we can move someone from another desk for coverage. For some reason, lately, we have had some no-shows, and we need to fix that practice.

The Terminals to Tarmac tours are now available and new dates are on the website. You can sign up at www.san.org. This is a two hour tour that includes the front of the airport as well as some of the airfield.

Santa Fe Station

We have several openings at the Santa Fe Station. If you are interested, it only takes one additional training session to get started. Please contact Gina at 619-400-2266 or Cynthia at 619-295-8393, ext. 310.

Happy Birthday

We send lots of September birthday wishes to **Ernie Arellano, Darlene Bader, Barb Baily, Jeanette Bingham, Lorraine Boisoeneau, Andrea Brown, George Codling, Vince Dassow, Manny De La Pena, Sam Fernandez, Pt Fox, Gil Garcia, Diane Hollister, Brad Jacobsen, Jill Kaneshiro, Nancy Kaye, Marian Lunati, Roger McCollough, Bill Munz, Alice Myers, Tom Norwood, Ann Rothwell, Faye Sherbert, Diane Skrivanek, Dayton Smith, Ned Steinam, Nancy Strauss, Charlie Tamm, Satoe Turner and Janis Walsh**. We hope you all have a wonderful day.



Tickets & Tours

To obtain **Old Town Trolley** and **Seal Tour** passage, you must contact Gina at least 72 hours in advance with the date (2 dates for Seal Tour) you wish to go. Your request will be submitted and they will try to accommodate your request. If you have already used your guest passes for the Old Town Trolley, you can download a "Hometown Pass" from their website and can accompany any paying passenger for free. Kindly note, this is not available on weekends. There are no tickets, your name is listed on the passenger manifest. **No OTT on weekends and No Seal Tours for the summer.**

Maritime Museum entrance privileges can be obtained by contacting Gina at least 72 hours in advance by email (preferred) at gbernsen@gmail.com.

Midway Museum will give you a museum pass by showing you Travelers Aid nametag or Airport badge when you go to their ticket window. You will have to purchase tickets for those accompanying you.

Get Well Soon

Hurry up and get better **Richard Ewens, Helene Golston, Evelyn Iturri, Drew Howard, Dodie Schulz, Trudy Verdick, and Bob Wilde**. You are missed and we look forward to welcoming you back soon.

Advisory Board Highlights

The Advisory Board meeting was held in the VAA Conference room. Announcements about the restroom openings in T2 East (Gate 25), Lactation Room openings, etc. were announced. Wally Park has closed to make room for three new hotels. Many of the announcements will be discussed in the Airport updates.

The Badge renewal process is on-going and we hope to be finished with everyone by October 1, in order to avoid the test that will be required after that date. In the future, we will still have to fingerprint, watch an online video and take a test in order to renew your sterile area badge. All badges will expire the last day of your birth month.

Continue to let your VAB members know if you have concerns or send them to the Suggestion Coordinator, **Candy Bell**, who can be reached for comments and suggestions at 619-501-7573 or preferably via email at bell.candy@gmail.com.

Kudos for our volunteers

Thank you to those who have done extra shifts over the last month. They were **Malvina Abbott, Jules Barad, Judy Bentovim, Julie Bolton, Donna Capps, Daire Coco, Dieter Cortis, Vince Dassow, Bob Donais, Nancy Davidson, Richard Ewens, Kate Felke, Howard Gillins, Gary Hess, Bonnie Hill, Myron Hunt, Brad Jacobsen, John Markey, Mary McMillan, Joe & Kathy Naylor, Sami Olenik, Gerry Plotkin, Richard Puzio, Bill Steffan, Nancy Stockton, Charlie Tamm, Miho Tattersall, Sandy Warren and Marjorie Zhou**. Your willingness to help enables us to provide excellent service to our passengers.

Wounded Warrior Assist Program

Thanks so much to **GINNA JAMES, DOTTY HERZOG and TRACEY**

Schmidt for assisting the Severely Injured Military, who have recently traveled through San Diego. Your assistance is very much appreciated by all.

CPR Training

The San Diego International Airport offers the Friends and Family class to all Airport Authority and Airport Tenant employees. Each month. Unless your job description requires CPR certification, this is the course that is offered by the paramedics at the Airport. Course length is 2 hours with no break. Each student receives a Friends and Family Workbook and a Course Completion Card for successful completion. Next class will be:

Tuesday, September 22	10-12pm
Wednesday, October 21	2-4pm

To sign up for a class, please contact Cameron Burkel at burkel@san.org (preferable) or call (619) 400-2767 between the hours of 8:00am and 4:00pm, Monday through Friday.

Class size for each session is limited. If, after you have signed up, you find out that you cannot attend, please call and cancel your reserved spot so that someone else can receive this valuable training. Please note that a scheduled class may be canceled should there be less than four attendees. **All classes are held in the Lindbergh Conference Room.**

Stories with happy endings

Malvina Abbott and **Beverlee Reed** were approached at the T1 desk one morning by a woman who wanted to express her gratitude to **Dolly Osrowske**, who was working the desk Thursday night. The woman had had her flight cancelled, and was desperate. She said Dolly did an excellent job in both unfrazzling her nerves and getting her lodging for overnight. She was very relaxed in the morning and wanted to pass along her thanks to Dolly.

Farewell

It is with a very heavy heart that we have to say good-bye to **Kelly Kephart**. She has landed a job with Serving Seniors. It is a non-profit for low income seniors. They assist with housing and a community center with medical assistance and meals. We will miss her, but wish her all the best in the future. Serving Seniors is lucky to get her.

Above and Beyond

Brad Jacobsen was on duty at the T2 Desk and reported this great story about working together to solve a passenger problem. *"This was really a 3-way assistance relay. I was working solo at the T2 Baggage desk on a Saturday evening when a woman approached and said she'd left her wallet in the restroom opposite Elegant Desserts. TSA wasn't going to go look for it, and based on a previous experience, I figured that Harbor Police wouldn't be responding anytime soon, and I couldn't leave my desk unattended. However, Jim Trapp was working at the T2West desk, so I had him cover for me as he wasn't busy, and I went behind Security, hoping to get the wallet. Fortunately, there was a female clerk working at Elegant Desserts. She had me "cover" the counter (no sales!) while she dashed into the restroom. Voila – the wallet was there, and I returned it to the grateful passenger. Great teamwork."*