



Wings and Things

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



Future Meeting:

Wednesday, November 18, 10:00AM: Volunteer Meeting, 3rd floor, Airport Administration Building (old Commuter Terminal). Please **RSVP no later than close of business on Friday, Nov. 13th** to gina@travelersaidsandiego.org or 619-400-2266.

Save the Date! Holiday Appreciation Event: Wednesday, December 9 at the Paradise Point Resort. Invitations will come in the mail.

Major Conventions

Nov. 3.....ASN Kidney Week.....	11,000
Nov. 13.....Realtors Conference and Expo.....	19,000
Nov. 20.....American Council on Teaching A Foreign Language.....	5,000

Major Events

Nov. 1.....Día de los Muertos
Nov. 5-14.....Asian Film Festival
Nov. 21.....Mother Goose Parade
Nov. 26.....Thanksgiving Day

Welcome to New Volunteers

We would like to welcome new volunteers **Sue Kelly** and **Barbara Nichols**. We are so glad that you have all joined this worthwhile program.

Welcome Our New Staff Member:

We have a new Travelers Aid staff member, **Adrianna Ramirez**, who will be handling *SeniorRide* at the main office and coming to the Airport two days a week and working with the volunteer program. So come on by and introduce yourselves. She will be doing our new volunteer walkthroughs and helping in the office.

Airport Updates:

American Airlines has completed their merger with USAirways. There are still USAir planes with the old logo and paint job as well as tickets showing USAir Flights. The signage at the airport has been changed to reflect **only** American Airlines!

T2West Parking lot will be having parking lot closures from time to time due to the installation of solar panels. Remember there are parking spaces by the USO that are designated for Ambassadors.

Passengers are Buying Something New with their Coffee: The Good Traveler is a new non-profit program, sponsored by the Airport Authority, which provides opportunities for passengers to offset the environmental impact of their journey in a way that is convenient, affordable, and meaningful. For only \$1, a traveler can buy a "tag" (sticker) to support projects that offset the greenhouse gas emissions from flying 500 miles (ex. San Diego to San Francisco) or driving 200 miles. The proceeds support

a community forest project in Arcata, CA, a wind farm in Idaho, and water restoration of the Colorado Delta.

Passengers can buy The Good Traveler tags from Ryan Brothers Coffee pre-security in T1 & T2, and soon from newsstands post-security: US News & World Report in T2E and KUSI in T1W. Outside of the airport, hotels (Paradise Point and The Lodge at Torrey Pines), ground transportation (Five Star Tours), and KPBS are all offering their own co-branded version of the tags. We hope to add tourist attractions next.



The Good Traveler program will be promoted through the airport's digital displays, www.san.org, and the free WiFi access page website. During November, a booth will be set up post-security in T2 to educate passengers about the program and sell The Good Traveler tags. Any Ambassadors that want to learn more about the program or to volunteer at The Good Traveler booth, should contact Steve Statler (steve@statler.com), who is helping the Airport Authority develop the program.

The **electric outlets** are being covered up in the terminals. If passengers need to charge their cell phones, computers, tablets (or whatever), please let them use the outlets at the desks. Just do what is necessary to accommodate the passengers. Thanks. New chairs with the electrical outlets have been ordered.

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 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, and 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 ensure that doesn't continue.

Mobile Volunteers are asked to check in with their desk counterparts when they start their shifts. Several times lately, we have needed a second set of hands at the desks. So check in and make sure that everyone is on board, and lend a hand if needed.

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 November birthday wishes to **Stu Baily, Wendy Birnbaum, Pearl Donohue, Susan Eldred, Connie Ewens, Irene Galarneau, Pat Hargrave, Jake Hazelebach, Dotty Herzog, Marlene Holloway, Barbara Hook, Mary Hunter, Michelle Looby, Verla McFayden, Mike Miles, Barbara Nichols, Bob O'Donnell, Sami Olenik, Don & Dodie Schulz, Don Sichel, Jim Sims, Angie Taylor, Jim Trapp, Dave Van Patten, Trudy Verdick, Ralph Vigna, Mary Zbik and Marjorie Zhou.** We hope you all have a wonderful day.

Get Well Soon

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

Advisory Board Highlights

The board met and discussed the distribution of the red sterile badges for the blue badges. The VAB voted on returning to the Paradise Point Resort for the Volunteer Holiday Event. A discussion was held with regard to the Smarte Carte card usage and how it will be dealt with in the future. Should we have one at each desk, should one person per shift have a card, or just have the people that use them the most carry one? If anyone has any other ideas, please contact Gina or our 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).

We will be saying farewell to 5 Board members this year. They are **Phyllis Achuff, Pat Fox, Dotty Herzog, Karen Krusen, Michael Shapiro, and Gary Zeugschmidt** (TA Board Chair). Pat Fox, who is the new TA Board Chair will be coming back! We are also adding Ernie Arellano, Dexter's Dad from our Ready, Pet, Go! Therapy Dog Teams. He is the evaluator for Alliance of Therapy Dogs, where all of our teams are registered. If you are interested in serving on the VAB, please submit your name to Gina and she will bring it to the Board for their decision.

Ready, Pet, Go! Therapy Dog Program

Our Therapy Dog Program is growing. We currently have ten (10) owners with a total of 15 dogs! We have four (4) more teams in the pipeline. Two are waiting for their badges and two are waiting for their paperwork to come from Alliance of Therapy Dogs.

The teams are doing a wonderful job out in the terminals and are usually interacting with several hundred passengers in a two hour period. We have Goldendoodles, Golden Retrievers, Huskies, Shih Tzus, a Labrador Retriever, a Beagle, a Bullmastiff, a Pekingese, and a Terrier mix!

We pair a team up with a badged Volunteer Airport Ambassador, so they can answer Airport directional questions and be a second set of eyes. Volunteers watch for other service dogs, large crowds of people coming down the concourse, etc., and let the Team owner know as they are watching their dogs interact with the passengers. Most of the dogs can go for approximately two hours. If you haven't tried a shift, you should! It will definitely make you smile and it's an opportunity to spread some happiness and calm in the Airport.

The teams will be out in force during the busy holiday season, so please sign up for a shift! Also if you know of anyone with a Therapy Dog, tell them about our program.

Kudos for Our Volunteers

Thank you to those who have done extra shifts over the last month. They were **Jules Barad, Judy Bentovim, Frank Beiser, Daire Coco, Roma Coleman, Dieter Cortis, Nancy Davidson, Jeff Epstein, Bob Donais, Johanne Geoffrion, Pat Hargrave, Cheryl Hemmings, Sue Hunt, Bill Irwin, Brad Jacobsen, Priscilla Leathers, Bill Munz, Joe & Kathy Naylor, Art Pardo, Marge Quick, David St. Onge, Carole Sanford, Sandy Shaut, Don Sichel, Nancy Stockton, Marty Tabachnick, Charlie Tamm, Miho Tattersall, Dona Whitaker and Alicia Vicars.** Your willingness to help enables us to provide excellent service.

Wounded Warrior Assist Program

Thanks so much to **Ginna James, Judy Bentovim, Tracey Schmidt and Wendy Woehl** for assisting the Severely Injured Military, who have recently traveled through San Diego. Your assistance is very much appreciated by all.

If you are interested in being a Wounded Warrior escort, please let Gina know. It does mean some early morning curbsides, and it is preferred that you meet them if they have a return flight. It's something to think about, and a way to show your appreciation for their sacrifices.

CPR Training

Friends and Family Course:

The Friends and Family Course teaches CPR, AED use, use of barrier devices (i.e.: Pocket Mask) and relief of choking in adults and children. It is intended for those wishing to have basic awareness of cardiac emergencies. **Course length: 2 hours**

November

Tuesday, Nov. 17 10-12pm Lindbergh Conf. Rm

December

Monday, Dec. 14.....4pm.....Lindbergh Conf. Rm

To sign up for a class, please contact **Cameron Burkel at cburkel@san.org (preferable) or call (619) 400-2767 between the hours of 8:00 am and 4:00 pm, Monday through Friday.** This class is available to all Airport Authority and Airport Tenant employees. Class size for each training session is limited. If, after you have signed up for a class, you find 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.

These classes are conducted by airport-contracted paramedics, whose primary responsibility and priority is to respond to potential or actual medical emergencies. All employees signing up for these classes must accept the possibility that a scheduled class may be delayed and/or canceled with very short or no advanced notice due to the unavailability of instructors.

Farewell

It is with great sadness we bid farewell to long time Terminal 1 volunteer, **Dodie Schulz.** Our sincere thanks for all you have given to the airport and Travelers Aid. We will miss you. If circumstances change, we would love to welcome you back!