

SHOP TALK

A Twice-Monthly Newsletter for our Team. March 2, 2022

TRAVEL WOES CONTINUE.

In the wake of year 2 of COVID, airlines are struggling to stay in the air. Staff shortages not only at the airlines, but also ground support, logistics, flight control and the supply chain are creating a very difficult travel situation for the average passenger. And, adding insult to injury, policies change on testing, distancing, and quarantine seemingly weekly.

What's a traveler to do? We can give you perfect advice, but we do check into what the FAA and other experts have to say about how to protect ourselves from cancellations, bad booking agents and some scams.

Flight	Gate	Sch Time	Status/Remarks
BA 903	31	6:25 PM	CANCELLED
QF5723	27	2:15 PM	CANCELLED
AC5984	22	12:55 PM	CANCELLED
JL 608	41		CANCELLED
CX5471	29		CANCELLED
IB3941	30		CANCELLED
LH5021	28		CANCELLED
AA 997	11		CANCELLED
AE5870	23		CANCELLED

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- Air Travel: Steps to Protect Your Money
- March: National Colorectal Cancer Awareness
- Ground Beef Recipes (and other stuff)
- Thoughts on Leadership

One who is a master of patience
is master of everything else.

George Savile

Great works are performed not
by strength but by perseverance.

Samuel Johnson

Patience is necessary, and one
cannot reap immediately where
one has sown.

Soren Kierkegaard

Life is full of challenges, but I
always have the Three Ps:
Passion, patience, and
persistence. And the fourth one
is pizza.

Butch Hartman

By perseverance the snail
reached the ark.

Charles Spurgeon

National Colorectal Cancer Month reminds us that the key to treating colorectal cancers is early detection. According to the American Cancer Society, over a million people in the U.S. are survivors. Early detection and treatments make a difference, but we can do more. Please read on.

Risk Factors We Control

- **Diet** –Diets rich in processed and red meats have been found to contribute to these cancers. Even how we prepare our proteins may increase our risk! Grilling, frying, and high-temp cooking release chemicals that may contribute to colorectal cancer. Diets of fruits, vegetables, and whole grains reduce our risk of colon cancer, and other health risks too.
- **Exercise** – Sedentary lifestyles and obesity are two more risk factors. And physical activity helps to reduce our risk for other diseases.
- **Smoking and heavy alcohol use** – Quit the one and limit the other. Ask your physician if you need help with either one.
- **Family history** – While you can't control this, you can know it. Report it to your primary care physician so if your family history shows an increased risk for you, she can decide if you need early screening. Knowledge is power.

COLON CANCER: The Number **2** CANCER KILLER

Screening colonoscopies can detect colon cancer early, which allows for more effective treatment.

Colon Cancer Strikes 1 in 20



Men and Women are at equal risk.



Risk factors include smoking, eating red and processed meat, excess body weight, and lack of exercise



Colon cancer screenings should begin at age 50.



People with a family history of colon cancer are at higher risk and should begin screening at a younger age.

Source: U.S. Centers for Disease Control

One of the best tools to check for cancer, a colonoscopy will help your doctor find ulcers, colon polyps, tumors and areas of inflammation or bleeding. This screening is crucial for both men and women, as colon cancer is up to 90 percent beatable when caught early.

Colorectal cancer is one of the more common cancers in the US. About **1 in 25 people in the United States** will develop colon or rectal cancer during their lifetime. Here are 6 ways to help protect your colorectal health.

Avoid alcohol, which has been linked with a higher risk of colorectal cancer. If you do drink, the American Cancer Society recommends no more than 2 drinks a day for men and 1 drink a day for women. A single drink equals 12 ounces of beer, 5 ounces of wine or 1½ ounces of 80-proof liquor.

Don't smoke. Long-time smokers are far more likely to develop – and die from – rectal or colon cancer. If you smoke and you want to quit, see the American Cancer Society guide to quitting tobacco, or call at 1-800-227-2345. Getting help increases your chances of quitting successfully.

Take control of your weight. Being overweight or obese increases your risk of getting and dying from colon or rectal cancer. Eating healthier and increasing your physical activity can help you control your weight.

Get regular exercise. If you are not physically active, you may have a greater chance of developing colorectal cancer. Being more active may help reduce your risk.

Eat lots of vegetables, fruits, and whole grains. Diets that include lots of these have been linked with a decreased risk of colon or rectal cancer. Also, eat less red meat (beef, pork, or lamb) and processed meats

(hot dogs and some luncheon meats), which have been linked with an increased risk of colorectal cancer.

Get screened. Early. These tests can find cancer earlier, when treatments are more likely to be successful. The American Cancer Society recommends testing start at age 45 for people at average risk. Some tests can also find and remove precancerous growths (polyps) in the colon or rectum. Polyps are not cancer, but over time cancer can start in the polyps. Removing them lowers the risk of cancer. Talk to your health care provider about when you should start screening.

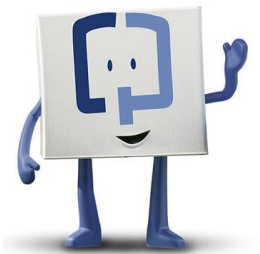
About That Screening...

Several tests help detect cancer before symptoms begin:

Colonoscopy: the rectum and entire colon are examined using a colonoscope, a flexible lighted tube with a lens for viewing and a tool for removing tissue samples. It is done under sedation and there is virtually no pain after the procedure.

Sigmoidoscopy: is somewhat like a colonoscopy in the instrument used and the aftereffects. Note that in this procedure, sedation is generally not necessary.

Stool Tests: these check for blood in the stool as well as other markers for colorectal cancer. Currently there are three types of these tests, and some allow you to collect your sample in the privacy of your home.



WHEN Should I Be Tested?

For a person at average risk, plan on getting started at age 45 to 50, and at regular intervals until age 75. At that age, the decision to screen will depend on other factors: life expectancy, health and prior screening results.

But everyone should make screening a part of their health plan.



These days, flying can be like a descent to Dante's Seventh Circle of Hell: Fees, more fees; delays; cancellations; and a gauntlet of testing, masking, and waiting. And sometimes waiting for nothing; the airline canceled your flight and the booking agent is no help at all.

What's a person to do? We checked out what some travel experts had to say, and we looked into DOT regulations. The truth is, there aren't many Federal protections but there are some things you can do, but prevention is best.

BEFORE you book: Know which airlines are reliable – not just the cheapest. Airlines don't guarantee schedules and many factors can affect that flight you booked six months ago. So yes, even though it is likely to be more expensive, choose the airline with the reputation for reliability and customer satisfaction.

Don't Book Only on Price: We've seen a tremendous increase in cancellations during COVID, and a couple of airlines that have become insolvent literally mid-flight, leaving passengers stranded with no options but to return here. The airline was just gone, and the booking agent would do anything to avoid giving out refunds.

Book Directly Through the Airline: Airlines are more likely to respond if you bought your ticket through them, and it prevents finger-pointing between the agent and the airline. It is worth noting that almost all of the major problems our employees have experienced have been with the booking agents. And the truth is, in many cases they have no incentive to do much to intervene because of their relationship with the airlines. They rely on those airlines for the tickets they buy in bulk.

Have a Backup Plan: Even after you've booked your flight(s), keep an eye on what is available – especially a few days before your travel date. Experts agree that being prepared with a choice of alternate options is the best tool for successfully rebooking a flight. Use sites like [Google Flights](#) or [Skyscanner](#) to research airline schedules, including alternate airport options.

And, know your airline's partner carriers, especially if you're traveling internationally. Take American Airlines as an example. If you are going to Europe and there's a problem on one of their flights, you can ask that they put you on partner British Airways.

If your flight is cancelled: Don't stand in line if you booked directly through the airline. In fact, it's probably easier and faster to just go online and change your flight yourself. If you used an agent, that avenue is closed to you and you'll have to contact them. They will probably do the same thing with varying degrees of success.

Maintain a Positive Attitude with the Airline Staff: be polite but be insistent. Your manners and warm demeanor will be more likely to win over that gate agent than if you are ugly or argumentative with them. It's not their fault; it's just their job to deal with issues, so be pleasant.

Get an Airfare Refund When It's Your Best Option: The DOT says if a flight is canceled for any reason and you choose not to be rebooked on that airline, regardless of if you booked a refundable ticket, you are entitled to a full refund. You may even be entitled to a refund for a flight delay, depending on the circumstances, according to the DOT (Code of Federal Regulations Title 14 Chapter II Subsection D Part 374).

But a refund doesn't get you home, so it's best to have an alternative travel plan. And insist (politely) that they rebook you or give a refund so you can book the flight yourself.

FLYER'S FAQ

This FAQ provided by the U.S. DOT:

What rights do passengers have if an airline cancels a flight or makes a significant schedule change?

What is a “significant change” or “cancellation” requiring a refund? As explained in the Department’s Enforcement Notice issued on April 3, 2020, airlines have an obligation to provide a refund to a ticketed passenger when the carrier cancels or significantly changes the passenger’s flight

What rights do passengers have if they purchased their airline ticket from an online travel agency?

Ticket agents are required to make “proper” refunds when service cannot be performed as contracted on a flight to, within, or from the United States. The Department (DOT) interprets the requirement for ticket agents to provide “proper” refunds to include providing refunds in any instance when the following conditions are met:

- an airline cancels or significantly changes a flight,
- an airline acknowledges that a consumer is entitled to a refund,
- and passenger funds are possessed by a ticket agent.

Under 49 USC § 41712, the Department is authorized to investigate and decide whether a U.S. air carrier, foreign air carrier, or ticket agent engaged in an unfair or deceptive practice.

May airlines or ticket agents offer credits or vouchers to consumers in lieu of refunds?

Airlines and ticket agents can offer alternatives to a refund, such as credits or vouchers, so long as the option of a refund is also offered and clearly disclosed if the passenger is entitled to a refund. Further, any restrictions that apply to the credits and vouchers, such as the period in which credits must be used or any fees charged for using the credit, must be clearly disclosed to consumers.

How quickly must airlines and ticket agents process refunds?

Airlines and ticket agents are required to make refunds promptly. For airlines, prompt is defined as being within 7 business days if a passenger paid by credit card, and within 20 days if a passenger paid by cash or check. For ticket agents, prompt is not defined.

Links for more information:

<https://www.transportation.gov/airconsumer>

<https://www.transportation.gov/airconsumer/fly-rights>

You may contact DOT by phone at 202-366-2220 for information related to a consumer related problem. Please know that in order for a case to be processed as a complaint, it must be submitted in writing. You may send DOT correspondence by mail at the address below:

Office of Aviation Consumer Protection
U.S. Department of Transportation
1200 New Jersey Ave, S.E.
Washington, D.C. 20590

Or file an official complaint online:

<https://airconsumer.dot.gov/escomplaint/ConsumerForm.cfm>





BURRITO PIE

Think, "lasagna", but with Tex-Mex flavor. Makes one 1/2 size line pan.

- 2 lbs ground beef
- 1 large onion, diced
- 1 Tbsp garlic, minced
- 1/4 cup black olives, chopped
- 1 can Ro-tel
- 1 cup mild taco sauce or salsa
- 1 cup enchilada sauce
- 1/2 cup bell peppers, minced
- 4 cups refried beans
- 12 each flour tortillas
- 3 cups shredded Cheddar

- Sauté the beef, onions and bell pepper until the beef is done.
- Add garlic and cook two minutes.
- Add olives, enchilada sauce and Ro-tel; simmer about 15 minutes.
- Meanwhile, spread beans on each of the flour tortillas.
- When beef is done, start assembly by placing two tortillas in bottom of the (oiled) pan. Then a layer of beef mixture, and so on until all of the ingredients are used. Top with the taco sauce or salsa, then cover with the cheese.
- Bake at 350 about 20 minutes or so, until the center is hot and the cheese is melted.

BEEFY BURGER POTATO CASSEROLE

This is like that dish grandma used to make. Total comfort food; filling and tasty. Makes one 1/2 size line pan (2" deep)

- 1 1/2 lbs ground beef
- 4 cups potatoes, sliced about 1/6" (peeled or not)
- 1 cup onion, diced
- 2 Tbsp minced garlic
- 1 can cream of mushroom soup
- 1 cup milk or chicken stock
- 1 1/2 cups shredded cheese (one or a combination)
- Salt and pepper to taste

- The oven should be at 350F
- Brown the ground beef and when nearly cooked add onions and sauté until they are tender.
- Add garlic and cook a couple minutes longer to get that raw garlic taste cooked off.
- Pour into a strainer, drain the fat, and set aside.
- In a separate bowl mix the soup, milk, or stock and season with salt and pepper.
- In an oiled 1/2 pan, place a layer of the raw potatoes, then spoon meat and then soup on top.
- Repeat the layers until all the product is used, then top with the cheese.
- Bake until the potatoes are tender. If the cheese begins to brown before the potatoes are done, cover with foil and finish off. Remove foil for last 5 minutes of baking.



MOUSSAKA (Greek Eggplant Lasagna)



Who knew moose could taste so good? So, you want to start with the freshest moose you can get.

Kidding. It's ground beef. It's tasty. And it's different. Makes a 1/2 size pan (2 – 2 1/2 inch deep).

- 3 Each eggplant, peel and slice lengthwise 1/2" thick
Salt as needed
- 2 Tbsp olive oil
- 1 1/2 Lb ground beef
- 3 Cups diced onion
- 1 Tbsp garlic, minced
- 1 cup tomato sauce (8 oz. can)
- 1/2 tsp ground cinnamon
- 1/4 tsp ground nutmeg
- 1/4 tsp ground thyme
- 1/4 cup dried parsley
- 1/2 cup grape juice
- 1 Tbsp vinegar, any kind
- 1 each egg
- 1/2 cup margarine
- 2/3 cup flour
- Salt and pepper to taste
- 1/4 tsp grated nutmeg (a second addition)
- 1 cup parmesan cheese

- Fire up the deep fryer and set it at 350 F
- Place eggplant slices on a towel and sprinkle with salt; set aside for about half an hour to remove water. Pat eggplant slices dry.

- In a single fryer basket, lay a couple slices of eggplant and put the other basket on top. Then drop the eggplant in the fryer. Cook a minute or until they are brown on the outside. The top basket prevents them curling up.
- In a skillet at medium, add olive oil, beef, onions, and garlic.
- When the beef is brown, then add cinnamon, nutmeg, and parsley.
- Add the tomato sauce, vinegar and grape juice; simmer 20 minutes, remove from heat.
- When cool, beat the egg and stir into the mixture.

For the Bechamel sauce:

- Scald the milk in a saucepan.
- In a separate pan, make a blonde roux with the margarine and flour.
- Add the milk slowly to the roux, whisking the entire time until it thickens. Adjust salt and pepper.
- Place a layer of eggplant in the pan, then cover with all of the meat mixture, and sprinkle a half cup parmesan on top of the meat.
- Top this with remaining eggplant, another half cup of parmesan.
- Sprinkle on the 1/4 tsp nutmeg, then pour on the Bechamel sauce.
- Top with the remaining cheese.
- Bake for about an hour at 350 F.
- It's done when the center is well heated, and the sauce is bubbling.
- Remove and allow to stand about 10 minutes before scoring into portions and then put it on the serving line.



Things you don't want to hear on a plane:

"I knew I shouldn't have eaten that curry..."

"That's the bomb!"

"Whoops! I forgot my deodorant".

"When do I change the time on my watch, or does it change itself?"

"Have we landed yet?"

"If I get a seem a little irritable don't worry; it's just my Ebola acting up".

"Umm... this is your captain speaking. Could everyone please flap your arms?"

(From the cockpit) "I wonder what this button does..."

"Ten bucks says I CAN land on top of that mountain".

Weren't there TWO engines on that wing when we took off?"

SONNY'S MAILBAG

Why do some people refuse to do their share at work? You know the type, they waste more time doing nothing, or they are always on break or a phone call. How do they get away with goofing off? I am tired of carrying the load and doing THEIR work. What can I do?



Signed, Griping in the Gulf

Dear Griping;

It seems that every workplace has at least one employee who fits that same description (they refuse to carry their workload).

First I would ask you, is your perception of this person accurate? Do others share it? There are some people who move slowly but get their work done. They just don't do it at a breakneck pace.

If this person truly is not getting the job done, how is it affecting you? If you must do his or her work, why must you do it? In other words, if this person's failure to get the job done means others are affected, it should be addressed.

The reason people get away with this behavior is because they can and have. When the rewards for this are no longer present or the pain is too great, only then will this unacceptable behavior change. So how does that happen?

First, talk to him. Let him know how his actions are affecting you... "Joe, I like working with you because you are very pleasant and funny. But I feel as though I have to do part of your work and I feel frustrated because I would like to be able to get my stuff done on time. I know that you aren't deliberately doing this to make my life difficult, but it is having that effect.

If Joe continues to goof off, you then need to take it to your supervisor. It is important that you go armed with the facts, not just an accusation that he is not doing his job, but exactly how it is affecting you and your performance.

