

# J.E.A.M. CENTS

Volume VII

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"The Official Newsletter of the Operations Dept."

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Welcome to the third month of 2002. We hope you find yourself in good health and high spirits.

As the temperatures rise we begin to have many more events outside. This month we have the Ostrich Festival in Chandler, some St. Patrick's Day events and the Beer Festival in downtown Phoenix.

With the weather getting warmer, we will also be switching to our summer uniforms, which for those of you who do not know is- white T.E.A.M. polo shirt, black shorts. Shorts must be professional in appearance, no baggy shorts, they must not go below your knees and of course may not be sportswear.

The official date for this changeover will be March 15<sup>th</sup>, but you may be able to wear shorts at some events prior, depending on the advice of our company meteorologist. If you are working an outside event and you happen to watch the weather forecast prior, check with your schedulers first before wearing shorts.

In this month's edition look forward to reading another helpful article by American Chiropractic, Billy's career highlights, Tara's tips on gardening and some valuable info from the schedulers and operations department that will assist you in making it at T.E.A.M. The only thing missing is an article from Jose Villa.

So read on and we'll see you next month. Be careful out there on St. Patrick's Day and have fun. Have a Happy Easter. Remember- if you're not living on the edge, you're taking up too much space!

## MARCH EVENTS

- 3/4: Payday in 111. 4p-6p.
- 3/8: Exotic Dance @ Alwun House
- 3/14: N'Sync @ AWA
- 3/11-16: Cox Air Show @ Williams Gateway Airport
- 3/17: St. Patrick's Day  
Sluggo's Mesa  
Maloney's on Campus
- 3/18: Payday in 111. 4p-6p.
- 3/20: Spring begins.
- 3/20-24: Rock the Rim @ Patriot's Park.
- 3/23-24: Great AZ Beer Festival @ Az Center
- 3/29: Good Friday  
WaterFari @ Tempe Town Lake
- 3/31: Easter
- 4/1: Payday in 111. No joke!

## MARCH BIRTHDAYS

- Joseph Ward 3/1
- Gordon Morrison 3/3
- Calvin Rasmussen 3/3
- Michael Bressette 3/4
- Matthew Conaway 3/4
- Gerald Burns 3/6
- Michael Bolonchuk 3/7
- Jack Hixon 3/8
- Ebonii Frederick-Pettway 3/9
- Salvio Munoz 3/9
- Ben Langbartels 3/11
- John Beckett 3/13
- William Rodriguez 3/15
- Shilo Slider 3/15
  
- Alicia Martinez 3/16
- Patrick Kyler 3/17
- Colby Campney 3/22
- Gordan Cousins 3/22
- Marlin Davis 3/23

- Joshua Persson 3/23
- Moises Leon 3/24
- James Gibson 3/25
- Patricia Osborne 3/25
- Michael Butler 3/26
- Donald Gropp 3/26
- Andy Hoffman 3/26
- Timothy Martin 3/28
- Richard Terrones 3/29
- Thomas Lueck 3/31

Happy Birthday to all, take it easy on the green beer- because you may never know if it is beer after all and watch out for any shenanigans!!!

## T.E.A.M. ANNIVERSARIES

- One year: Terrie Sears 3/14
- Ray Rodriguez 3/14
- Shawn Rice 3/21
- Kathy Rice 3/21
- Tim Rice 3/21
- Alice Evans 3/30

- Two years: Chad Graham 3/15
- Charles Showers 3/22

Congratulations guys and gals. Hang in there and one day you can be like Richard Campbell!!!

## DISCLAIMER

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## ABOUT ST. PATRICK'S DAY

St. Patrick was born about 390 AD in Roman Britain. As a youth he was

kidnapped by Irish raiders and sold into slavery in Ireland. He escaped six years later and fled to Gaul.

After several years of monastic life, he returned to Ireland in 432 AD as a missionary to the people there. Legend has it that he drove all of the snakes out of the country. It is said that he used the three-leafed shamrock to explain the concept of the Trinity; hence its strong association with his day and name.

St. Patrick is a hero in Ireland. In fact, there are about 60 churches and cathedrals named for him in Ireland alone. One of the most famous cathedrals is St. Patrick's Cathedral in Dublin. These grounds bear the mark of the place where St. Patrick baptized his converts.

Green is associated with Saint Patrick's Day because it is the color of spring, Ireland, and the shamrock.

Leprechauns are also associated with this holiday. According to the legend, the Leprechaun is an Irish fairy. It is told that Leprechauns are unsociable, unfriendly, live alone. Also, they make shoes and possess a hidden pot of gold. The legend says if the Leprechaun is caught by a treasure hunter then he must tell where the treasure is, unless the Leprechaun can trick the hunter and vanish. They were probably added later on because greeting card companies needed something cute to put on their greeting cards.

Good Luck for St. Patrick's Day: Finding a four-leaf clover (that's double the good luck it usually is).

Wearing green. (School children have started a little tradition of their own – they pinch classmates who don't wear green on this holiday).

Kissing the blarney stone.

### WATZ UP DOC?

By American Chiropractic

We felt compelled to write about the bothersome cold/flu that has finally reared its ugly head this season.

As we watch and listen to people in public and as well as patients, sniffing, coughing, dripping and itching their noses, we hope that they realize all the Sudafed, Dimetapp, Comtrex, etc. etc. is like treating a headache with aspirin. So what? Is a headache due to aspirin shortage? Have you missed the point? You are swimming with the sharks (treating the symptoms). The cause is a defenseless immune system. Increase in stress will decrease the immune system. Stress - you say? We all have it, a lot of it. Help your

body combat the stress and stay healthy. (No sniffles, coughs, or drips)! A few things that you can do to help your body stay healthy would be:

- Get adjusted by your chiropractor
- Get the proper amount of antioxidants (vitamins A, C, and E)
- Drink 8, 8 oz. Glasses of water a day
- Get sufficient sleep
- During high stress, increase your antioxidants
- Eat balanced meals
- For extra protection take Echinacea (available from Health food stores)

So take care of yourselves while this cold/flu season is around and when you are not feeling ill, take care of your body so that the ill season will not be so rough on you.

Take care of yourselves, And as always good luck, good eating, and good health.  
Dr. Lynn and Dr. Vince

### THE "REAL" DIEHL

By Michael Diehl

FRUSTRATION. We have all been frustrated one time or another in our lives. Whether it is work, money, family, or friends. Sometimes the frustration that we are dealing with consumes every area of our lives.

The people that we deal with do not know why we are so crazed but it affects them by our attitude. The frustration is not directed at them, but they are affected by it. The reason I am bringing this up is because I have noticed some people getting frustrated.

People have been frustrated because of the lack of work. The event business has a slow time of year and we are in the middle of it right now. Don't worry, the winter time is almost over so the festivals and concerts will be starting soon enough.

Some people have become frustrated over their permanent shifts. Some people have lost them and you may be wondering why. Possibly it could be over excessive lates and cancellations. Just because you are on a permanent shift, does not make them special. If you are one of these people be careful on how many times you call out to cancel or show up late. because you may lose out on your permanent shift.

On a lighter note, I would like to welcome Richard Campbell to the office as our new Operations Manager. Richard has some new energy and ideas to bring to the Operations and Scheduling Department. I like a guy that on his first week here, decides to take the Emergency Pager for

the weekend to understand what it is like. To give Andy and myself a needed weekend off. The frustration on Richard's face on Monday morning definitely let me know he understood where we were coming from. Since that weekend, Richard has put some rules in place for the pager. To find out what these rules are read Richard's article.

### REY'S ROUNDUP

By Rey Maroquin

What's up everyone out there? How's everybody been this allergy season? It's been quite the sniffing, sneezing and coughing time of year around here, you know what I mean? Anyhow the staff is recovering from all the bugs and just in time to pass it on over to you. This month's article is a little different from my past others, so hang in there with me if I lose you somewhere.

I'll start off by welcoming all our new hires, your contribution to this T.E.A.M. is appreciated. I've had the pleasure of interviewing some of you and have met quite a few interesting people! I realize your first event with us may have been confusing to some, but regardless of the circumstances surrounding you (you know the screaming and yelling folks), you came through it in the end and I'm proud of you!

Okay, as for my topic of discussion this month, will be based on some past articles I have spoken about. It may or may not be work related, but to me it's about the most important person in this world, and that's you! You see there's only one of you, you are special not only to yourself or your family, but to our creator who put us together to begin with. You should take pride in who you are and what you hope to accomplish in your life, those roads will have their challenges but it's not what happens to you, it's what you do about it.

Always remember that success is the journey and not the destination. If you stop to realize, achieving your goals required some changes in you, didn't it? You had to make some personal changes within yourself along the way in order to accomplish those goals. Maybe you had to read more, maybe you had to be more outgoing? Either way you had to make changes in some shape or form along the way of your journey. Be proud of that accomplishment alone, for the fact that you see where you are going and where you've been, and if you don't know where you're going, then maybe you're already there.

You see you either go forward in life or you go backwards, for there is never an in-

between, that's called a rut, and it's easy to stay in a rut because it requires no imagination.

Yes, life will knock you down, but as I like to say that when life knocks you down, land on your back, because if you can look up, you can get up.

Guys and gals, I only write this to you because I truly care about you, whether I know you or not. I want the best for you and I believe in you. Create your own circumstances if they're not the ones you're looking for, in other words make it happen.

Look for those opportunities and capitalize on them, you know that the biggest regret in life are the chances that you didn't take, so be determined and focused along your way of your journey, until next time I wish you the best of luck and not only take care but take charge! God bless and peace to you all!

### TARA'S "TWO CENTS"

By Tara Clark

Hello everyone! I am very happy to see all of you doing such a great job! I've heard great things! I am also very happy to see spring coming. It is my favorite time of the year.

The main reason it is my favorite is because I like gardening! I also like the satisfaction that I get out of it by working at it to make things look great, to see the care that I put into it, when I see seeds start growing. It is a very calming thing to do, and it does take a lot of work: mowing the grass, pulling the pesky weeds, raking up leaves, but the end results make you feel very good!

I am in the (slow) process of making a garden, I would like to grow strawberries, cucumbers and I have not yet decided what else. Not too many things grow that well here when it is 120 degrees out! So I would like to give you some gardening tips, if you know them great, share with others, if you've never heard them try them.

-Some flowers that grow very well here (dry, hot location) are: Asters, Zinnia's, Petunia's, and there is a lot more, your nurseries will carry what flowers are in season.

-For those pesky ants. Here is a mixture you can make yourself to get rid of them, Put one cup of fresh dried spearmint leaves in a blender with water, and pulverize for 30 seconds. Strain out the liquid, and apply to ant-infested areas with

sprayer. Apply as needed till problem is solved.

-Potted plants can't take it when the weather warms up. To keep them cooler place the pot (plant and all) inside of a larger pot, fill the space between the pots with peat moss. This keeps the plants roots moist and cool.

-Use your finger around the base of your plants to make a mini-basin, that way the H2O goes straight to the roots.

-Marigolds are great mosquito repellents; plant them in and around your outdoor living areas.

Here are some more tips: they may help you if you have minimum time to work in your garden, but would still like to have a nice one:

-Use grown plants instead of seeds. They give you a head start instead of having to fuss over seedlings.

-Choose plants that don't need fertilizer except what you need to add at planting. (Cosmos are great flowers, they are usually orange and yellow and they reproduce themselves and you don't need to nurture them).

-Choose low maintenance plants with flowers that fall cleanly from the plant.

If you like gardening, some of these tips may come in handy. If you do not like to garden maybe you should try it, you may end up writing news articles about gardening like I am. You could even start out small with potting a few flowers, then you know that you have to at least water them and you may get the joy out of that to do something bigger next time.

You never know unless you try, I did! Happy Spring and gardening everyone!

### HOW TO HANDLE ANGRY PEOPLE

#### **1. Keep cool. You are not the target.**

Take offense with a positive approach; validate the person.

Example: "I'm sorry you're upset; let's see what we can do..."

#### **2. Listen with empathy and for the facts.**

Look for areas of agreement. Validate person when possible.

Example: "I agree this is quite an inconvenience for you."

#### **3. Move to problem solving.**

Offer options. State what CAN be done.

Example: "I'll be able to do..." by..." (Indicate a time or day).

#### **4. Bring incident to polite close.**

Thank them

## **HAPPY EASTER FROM YOUR FAMILY AT T.E.A.M.**

### ANDY'S WATCHTOWER

By Andy LaFave

Hey Teamsters! How is everything going out there in T.E.A.M. land? In this month's article I would like to focus on a couple of topics. I promise that it won't hurt too bad, but if it starts to sting then I apologize.

First and foremost, I would like to say thank you to all of you that helped out for the Linkin Park concert. It was our first show in a while and I could tell that even with the break we never lost our edge.

The second topic that I would like to focus on is going to be the use of the scheduling pager. Ladies and Gentlemen, the scheduling pager is not and I repeat, NOT, your personal access to the schedulers.

There are specific circumstances when you are allowed to page the pager, and they are as follows. You must page us when you are canceling or you are going to be late for your shift. You are only allowed to cancel for your shift if it is an emergency. If you do call the pager and cancel for your shift, you must wait for a scheduler to call you back. There will be no more of this calling the pager and when the scheduler calls you back, sometimes 30 seconds later, you're "not home". This is unacceptable. You will be written up as a no call no show if this happens.

You are allowed to call the pager if you are lost or if you are uncertain of an account's location. Finally, the pager can be used if you have a reasonable and logical question for the schedulers.

For those of you who continue to call the pager on Monday mornings to schedule for the upcoming week, I can promise you one thing. You will be one of the last employees to be called back and you will have a reprimand written up on you. I am not trying to be difficult right now and I know it seems that way. It is just that the schedulers are getting tired of having to deal with the same things every week when we have asked numerous times that it stop. There are a lot of new changes taking place regarding scheduling and I just wanted to give you guys a heads up on a couple of them.

Let me take this time to welcome Richard Campbell to the office. Richard is our new Operations Manager and let me tell you guys something he has already impressed me immensely. He has come into the office with new and innovative ideas that will, without a doubt, help this company succeed. Now, for the first time in a long time, the scheduling department and the operations department are working as one department. We are covering all of our bases and eliminating any crack that issues might slip through. It is definitely going to be an adventure.

I hope you all enjoy the ride. Until next time, I hope all of you stay safe out there and most importantly have fun. Later.....

### UNDER THE PLATE

By Steve Sullivan

#### **Quality , Pride , Settle**

**Pride** , The dictionary defines pride as " proper respect for ones self; Sense of ones self worth".

**Quality** ? The dictionary defines quality as " the degree of excellence which a thing possesses"

**Settle**. What does it mean to settle. The dictionary describes settle as" to stop moving and stay in one place. "

I know your thinking ,Sully get to it. These three words go together . In life people settle instead of striving for quality. The result is depressing. What ever you do in life revolves around these three words.

How does this apply to T.E.A.M. ? As I make my rounds talking with employees I find a lot of people just settle for where they are in life ,and what they do. Everyone who comes through our doors have access to opportunities which lead to a higher quality of life. I know you're thinking that " hey this is just temporary " , or there's not enough hours, I disagree, There are plenty of shifts available for our highest quality employees. Also if this is just temporary your quality has a direct affect on the kinds of post you work. All this affects the quality of life outside T.E.A.M.

Have Pride in what you do . Come to work ready to work . Don't come to work not wanting to work, this will affect your quality. If you cant do that, then you're in real trouble. The world we live in people have to work . If you don't work then you're existence will be dependant on others, don't start that cycle. Complacency breeds failure .

I know a person who started in this business as a part time job . This person worked everything. Never got too choosy when scheduling . Yes, he got bored , so he decided to make it not boring. He became a shift leader then a supervisor. He never settled for anything but being the top quality he could be . Ten years later he has worked for the biggest names in the business . He spent 6 years touring the world , he's been to the Grammy's, MTV Awards , Country Music Awards just to name a few .

So there is opportunity for you, if you insist on being top quality at work, and don't settle for being anything but the best you can be. You can achieve any goal.

On a lighter note T.E.A.M., is looking for supervisors ! We need lots of them. If you feel you would be a good supervisor , or you think someone you work with in the field is, give me a call and leave me a voice mail at the office , or email me at stevesullivan@teamsecurity.net .

We are aggressively going after some large events this year , Cricket Pavilion should have a full schedule and Our STO are growing . Peace be with you, Sully.

### MY FIRST MONTH

By Richard Campbell

I can tell you I have learned a lot and still have more to go.

#### **FIRST: PAGERS**

The pager is for EMERGENCIES ONLY please do not call this number at odd hours for the sake of having fun or because your bored. People do sleep and have lives. I know this is hard to believe. I have started a new program at orientation.

Anyone that abuses the EMERGENCY PAGER will teach the portion of Orientation dealing with the proper use of the pager .

#### **SECOND: HOURS**

It is simply amazing how many people want hours yet you call off from the only shifts you are scheduled for. How can this help you in the long run? It can't. Period.

Our organization relies on dependable people and I will not forget the people who have let us down. Just a little something to

chew on when you ask to work at a really event. I want only the best and most dependable teamsters.

#### **THIRD: I'M TOO GOOD FOR THIS POST! (DONE TO THE THEME OF "I'M TO SEXY ")**

I often wonder how some workers think they are to good to work a certain post or shift. GET OVER YOURSELF.

You are in for a rude awakening. This goes hand in hand with hours. The scheduling department does not control deployment, the event director does. The director does this based on all the above, the above information is all compiled for all events.

#### **FOURTH: GOSSIP**

If you want to know the truth ask me, I will tell you what I can please do not assume we all know what can happen there.

#### **FIFTH: WARNINGS**

I will personally be on pager on occasion, Monday Scheduling, and showing up at some of our smaller events to check on lates and call offs. So don't think I'm not watching.

#### **SIXTH: LATES**

I just want to clarify how scheduling works. We overcall for each event so that we can cover our shifts do to acts of God, Mother Nature, improper uniforms, car trouble, and employees who show up past the call time and such. Please don't take this personally. We just want to be able to give our Clients what they have asked for.

#### **FINALLY: THANKS**

To everyone that shows up in uniform, on time, and didn't call off. I know this doesn't sound like much but I will remember you all for your professionalism and pride.

#### **NEXT MONTH: THE SECOND MONTH!**

#### **MARLIES' "MIND" HOLD**

By Marlies Meinhold

Hello everyone. It's been another crazy month! Once again I am writing my article at the last minute. I hope everyone had a wonderful Valentine's Day. Attached is a little story someone sent me, and I wanted to share it.

There was this little girl sitting by herself in the park. Everyone passed by her and never stopped to see why she looked so sad. Dressed in a worn pink dress, barefoot and dirty, the girl just sat and watched the people go by. She never tried to speak. She never said a word.

Many people passed by her, but no one would stop. The next day, I decided to go back to the park in curiosity to see if the little girl would still be there. Yes, she was there, right in the very spot where she was yesterday, and still with the same sad look in her eyes. Today I was to make my own move and walk over to the little girl. For as we all know, a park full of strange people is not a place for young children to play alone. As I got closer I could see the back of the little girl's dress was grotesquely shaped. I figured that was the reason people just passed by and made no effort to speak to her. Deformities are a low blow to our society and, heaven forbid, if you make a step toward assisting someone who is different. As I got closer, the little girl lowered her eyes slightly to avoid my intent stare. As I approached her, I could see the shape of her back more clearly. She was grotesquely shaped in a humped over form. I smiled to let her know it was OK; I was there to help, to talk. I sat down beside her and opened with a simple, "Hello"; The little girl acted shocked, and stammered "hi"; after a long stare into my eyes. I smiled and she shyly smiled back. We talked until darkness fell and the park was completely empty.

I asked the girl why she was so sad. The little girl looked at me with a sad face and said, "Because, I'm different, I immediately said, "That you are!"; and smiled. The little girl acted even sadder and said, "I know." "Little girl," I said, "you remind me of an angel, sweet and innocent"; She looked at me and smiled, then slowly she got to her feet and said, "Really?"; "Yes, you're like a little Guardian Angel sent to watch over all those people walking by," She nodded her head yes, and smiled. With that she opened the back of her pink dress and allowed her wings to spread, then she said "I am. I'm your Guardian Angel, with a twinkle in her eye. I was speechless -- sure I was seeing things. She said, "For once you thought of someone other than yourself. My job here is done"; I got to my feet and said, "Wait, why did no one stop to help an angel?" She looked at me, smiled, and said, "You're the only one that could see me"; and then she was gone. And with that, my life was changed dramatically. So, when you think you're all you have, remember, your angel is always watching over you.

I am always looking for things, which can put better my perspective in my life.

Not necessarily this story. But this story does say a lot. Corny as it may be, it makes you think. So over and out for the month, and have a great March.

P.S. - Thank you, Kenneth Moscarello for leaving me the nicest messages

### YOU MIGHT BE AN ACCOUNTANT IF...

- \*You refer to your child as Deduction 214.
- \*You deduct Exlax as "Moving expenses".
- \* You have no idea that GAP is also a clothing store.
- \*At the movie "Indecent Proposal" you did an NPV calculation.
- \* Getting to sleep is an exciting event that you look forward to all day long.
- \* Your idea of trashing your hotel room is refusing to fill out the guest comment card.
- \*You are doing it now because you checked the file and found that you did it last year.
- \*You decide to change your name to a symbol and you choose the double underline "=====".

### SUMMER UNIFORMS

effective March 15, summer uniforms may be worn. This consists of T.E.A.M. polo shirt, black shorts. No baggy shorts and nothing past your knees and no sportswear.

### STEPHANIE'S SECRETS

By Stephanie Foley

M y m i n d i s  
blank.....  
....{imagine every dot as 15 minutes.}

O.K. now I know what to write about. First and foremost, I hope everybody had a great heart day. I must say that Valentines Day makes my month of February so awesome. Yet, those who know me know that I don't need a holiday to be happy. I feel that everyday should be special, and be treated accordingly. You never know what life is going to throw at you and I choose to meet every challenge with a smile. It makes me feel so good inside to believe that one of my smiles or one of my cheerful hellos may brighten someone's day. To tell you the truth it really doesn't require any effort on my part.

That is what makes it so special. I enjoy being happy

### THE ROYAL REVUE

By Billy Royal

"You can't stay mad at someone who makes you laugh!" --Jay Leno

Greetings! In an attempt to share a little bit more of myself with you all, and hopefully not bore you at the same time, here are some more chronicles from the not so famous "Billy Files". I want to talk about volunteering.

One of my first jobs was working a rec center back east. I got the job because my parents had taken me to swimming lessons for years and one of the programs made you volunteer for 20 hours before you could graduate. I was 13. I stayed and volunteered until I was 15. By then they figured out how they could pay me until I was legal at 16. By that time, I was running my own swim classes, working nights and weekends, running the front desk, answering the phones, closing the building, making sure doors were locked and the building was secure.

When I was 17 they bought the property next door to build an addition, so when I left home, they rented me a little house on the property for 2 years for almost next to nothing. I was a lifeguard, I taught preschoolswimming, life saving, challenged kids and maintained both pools. It was a great job and I had so much responsibility for a 16-18 year old kid, that its no wonder I have such a strong work ethic. The work place was so much fun that I also learned early to do at work what you enjoy, it's why you'll see me sometimes whistling down the hallway or laughing at a show with a client. I really do enjoy my job!

Anyway where is all this going? Easy, I got into rock and roll by volunteering for a stage company. A buddy of mine in New York City was on call for shows and asked me if I wanted to go along. I think it was a Broadway show, and I asked what does it pay, he said nothing, I said ok! It was a blast. They called me all the time after that. I wound up driving lights and staging for a Soda bottlers show at the Biltmore before I ever moved out here.

My point is that volunteering has always been very rewarding for me. The almighty dollar is not always that important. We all need to make ends meet at the end of the month, but giving of your self is very rewarding. I have always given more and expected less in return. Michael Diehl and I volunteered our time for an event that was honoring the death of a co-worker from an establishment in Phoenix. Why did we do

it? I can't tell you, it just felt right. I don't know if we'll get any work out of it or any good news press, but we just felt good doing it.

We all say we don't have any time to help, but we do, no one is that busy. You can always find an hour a month. Boys & Girls clubs, Scouts, Mentor programs, food banks, the list is endless. For me, if I hadn't volunteered my time years ago to that staging company, who knows, I might have become a physicist or a politician or worse, a lawyer and not made it here to T.E.A.M.!

It's simple, you get out of life what you put in. I still believe that. I always will. See you out there. Be careful and remember, "everyday a holiday!" br

### MICK'S MEMO

By Mick Hirko

I really try to stay away from bringing aspects of my personal life, the same way I try not to single people out, either from a good perspective or bad. In that line of thought, I am going to stay intentionally vague this month, and if you think this applies to you, then act accordingly, and if you think you know someone this applies to, let them know what I wrote.

We all make mistakes at times, some errors in judgment, some out of thoughtlessness, others because we either don't have all the information to make the right decision, or because we did not pay attention to the information we were given. Sometimes, similar to a small child, we need to burn our hand on the stove, before we learn, instead of listening to our parents. Life is an ongoing lesson, and we learn from our mistakes. That is part of humanity, and often it is not good enough to learn from the mistakes of others, instead we have to learn them the hard way. I am a huge history buff, and strongly believe that if we do not learn from our mistakes, we are doomed to repeat them.

There are many things that have happened and are happening since September 11th, that we should pay close attention to. I am the first to agree that profiling is a good tool, and that if it walks like a duck, quacks like a duck, it probably is somebody who's civil liberties can be violated, for the sake of the greater good of the United States. We have spent too many years, being the nice guy, helping everyone else, and getting cussed out, flags burned, and mud or worse thrown at us by other countries. I have one thing to say to them: Shut up, and mind your own

business. This is our country, and until you afford your or our citizens the rights and privileges that we as Americans take for granted, do not tell us how to run our country. If we detain your citizens, I can guarantee you that we will treat them a lot better than you would treat one of ours. So, shut up, and help us, or stay the hell out of our way, and out of our business.

Yes, we are the only superpower that is left, and in case you haven't noticed, we are no longer afraid to show you how powerful we really are. So, just shut up, and we'll get along just fine. We listened to your garbage, we let you mock and insult us, but now you need to listen to us, because we are done listening to you. Either you are with us, or you are for terrorism. If you are not with us, we, and the rest of the world has no use for you. Why is everybody so up in arms that we want to go after poor little Saddam next? Did we not learn anything from history? Do we really sit back and wait until he finally uses one of his chemical weapons or nuclear bombs against us? Wasn't the Persian Gulf war in our lifetime? Should we not finish what we started a decade ago? Wake up! If the little sand goblin decides to let loose his arsenal against a European country, or against Japan, aren't we the first one who are going to rush to your side, to help you, and fight your battle for you? Unless you happen to be a small island off of the coast of northern Europe, we really aren't counting on seeing you help us, if the tables are turned. Unless Saddam is going to take out France, with it's corrupt judges, whining n o n - b a t h i n g , we-hate-everybody-and-won't-help-anyone-but-ourselves idiots, a lot of people are going to go: "gee, didn't the U.S.A. warn us?"

I grew up with terrorism in Europe. We learned how to duck and tuck, how to check our cars before we got in them, identify suspicious packages, and all those good things. We should not have to live in fear, just because we are citizens of this, or any other nation. Ridding the planet of terrorism does not have a down side. If civil rights are violated, that is a lot better, than some moron violating my right to live.

We have given our government very wide rights after September 11th, to get the bad guys. We need to be aware that if the government does it's job, and gets rid off all the bad guys, and that's it - wonderful. If not, we do run the danger that someday the government one day decides that you or I are the bad guys, it went too far. Peaceful

decent is part of the American way, and needs to be protected, not matter how much we might not agree with what the decencers have to say. Their right to free expression stops where violence starts. This is a right afforded Americans, not the people who are complaining about us. How much right did the Afghanis have to complain under the rule of the Taliban? We are proud to be Americans, and will fight for our rights and our way of life. It is governed by rules and laws, and those laws must be upheld, for the protection of all.

What does all this have to do with T.E.A.M.? Once again, I drew a WIDE circle. We have rules and regulations for a reason. We do not make these rules up, just for the sake of having rules. They are thought out, and exist out of necessity of following the laws that we are supposed to uphold, common sense, and the difference between right and wrong. We do not expect you to learn and remember all of them. We expect you to make mistakes. We expect you to learn from making mistakes. That is how we learn many things. When it comes to the common sense rules, there is little latitude. If you show up drunk for work, if you take something that isn't yours, if you accept a bribe to let someone do something that we are there to prevent from happening, if you think that you can do drugs here, or that you are paid to watch the show, you are in for a rude surprise. I actually had an employee once tell me, after showing up to work so drunk he could barely stand, that he thought it was alright, because no one specifically told him that he couldn't. Rule of thumb: "If you can't do it at any other work place, you sure as hell can't do it here". If you think you can do it, and there will be no consequences, trust me, watch my lips, quote me on this: If you break the law, I will personally drag you to the police station, and press charges against you. If you intentionally break our rules, in disregard of yourself and others, if you don't let common sense dictate your behavior, you will pay the price. There are too many people in this organization, that take a lot of pride in their work, work very hard, and have a commitment to their work, that others will never understand, that I will not allow you to bring us all down, or to tarnish our reputation. If you wanna smoke crack, steal, cheat, or screw off, I hope you will make the right choice here and now, and go find another job, or make your deviant behavior the primary source of your income. We have no need for you, and don't want you around. This organization has no

use for losers, and if you are not part of making us better, we want you gone. Have pride in your work, and the people that you work with. I hope you learn that much. Sorry for some of the harshness. I hope I did not offend anybody, except the crack-headed thieves this is meant for. (You need to be a bit more forward with them, because they are too stoned to pay attention to subtle language.) By the way, hope everybody is ready for the next round of drug testing!

We have a great year ahead of us, with many new challenges. We are the best at what we do, and there is a reason for it. We have principles, and we stand by them. We make mistakes, we learn from them, and we move ahead. We welcome all those who want to come along, but it's not just for the ride. Lead, follow, or get the hell out of our way! We care about our work, the people that we work with and for, so don't even try and bring us down.

Keep the peace, be safe, and I will see you out there! Bring it on!

### **T.E.A.M. TOP TEN LIST**

By Chris Casias

This month's Top Ten List comes from our home office at 5826 Calle Mexico, our category for this month is.....*Top Ten Signs You live next Door to a T.E.A.M. Employee...*

10. On his day off, your neighbor sits in his car all night.

9. You see about twenty T.E.A.M. uniforms hanging on the clothesline.

8. They ask you for a ride to the office every other Monday at 4 pm.

7. Your car gets booted every time you block their driveway.

6. Every year you get invited to "their" New Year's Eve party on Mill Avenue!

5. You get carded every time you go over for drinks!

4. When you come over to watch the Superbowl, your neighbor has his back to the TV.

3. The T.E.A.M. patrol truck is parked next door all night!

2. They clean their yard in a blue labor shirt.

.....and the number one Sign That You Live Next Door to a T.E.A.M. Employee is.... Every time you visit, you get patted down!!!

### **CHRIS' FINAL THOUGHT**

By Chris Casias

I want to talk about the importance of closure. Closure is putting an end to

something, so that we can let go of it. It gives us a sense of finality. Closure may be saying those things that we needed to say when we break up with someone, end a friendship, or it may be something a bit more final, like visiting a dying loved one and saying those things we will not get a chance to say again, ever. It is important to resolve issues in our lives. If we leave something hanging, it can bother us for years to come. When a relationship comes to an end, we need to say those things that we wanted to say, and then we can let go and move on.

Closure can be a way of finalizing something in our minds. Sometimes, we have been at the same job for many years, possibly since the beginning, and then it is time to move on. We need to recognize the signs in our lives that tell us when something is over or when it is time to move on. Then we need to be courageous enough to let go.

Sometimes, it seems hard to say goodbye to something, but we have to face the challenges of our lives head-on. We must be honest with ourselves. Denial is not healthy. Many people have become quite adept at convincing themselves of something that just isn't true, or learn to not see the bad things in a relationship that is just plain detrimental, seeing only what you want to see is not handling a situation honestly, with your eyes open.

Closure is just a process of resolution, of tying up loose ends and helping ourselves through a transition, and moving on to the next phase of our lives. Life can be very challenging sometimes, and there are going to inevitably be those endings in life. Nothing stays the same forever. If a relationship is ending, then it is time to let it go. Say your goodbyes, and all the other things that you need to say, and move on.

When something is over, acknowledge the loss, let it go and move on! If someone really wanted to be with you, they would not have left in the first place. Clinging to them, hoping to get back what is no longer there is a fruitless pursuit. Admit to yourself that this is over now, and there is no point in trying to make things the way you want them to be. Face reality! It's something to think about.