



# Waldo Connection

**Quote of the Month:** A good time to laugh is any time you can. - Linda Ellerbee

## Be Hospitable

If you believe in friendly service, behave toward customers in the way you behave toward your friends. Customer Hospitality means:

- \* A warm and friendly reception
- \* Making customers at ease so they feel comfortable
- \* Being pleased to see them as well as hear from them
- \* Helping them overcome any problems they might have encountered in bringing themselves to you
- \* Giving them a positive and even memorable experience
- \* Making them feel special
- \* Embracing friendship
- \* Presenting yourself to them in an open and delightful way
- \* Putting yourself out for them

## Hospitality Guidelines

- \* Hospitality must be genuine. It must be from the heart.
- \* Hospitality must be spontaneous.
- \* Hospitality is a function of people's attitudes, not of corporate policy and procedure. It is not a function of money, or of costs or budgets.
- \* Hospitality should never be used as a bribe or an incentive. It is not something you "trade" to secure business from a customer.
- \* Hospitality should be applied to every visitor, irrespective of status or importance.

## How the Principle of Hospitality can be converted into Practical Behaviors

- \* Greeting a customer at the door
- \* Introducing a customer to your colleagues
- \* Offering to take a customer's jacket and hang it up for him or her
- \* Pulling up a comfortable chair for the customer to sit on
- \* Offering a customer a cough candy if he or she starts coughing
- \* Presenting the customer with a small gift, even a candy or a cookie

Source: Excerpts from "The Buzz" by David Freemantle 12-2-2005

## September Events

9/5 - All Waldo Offices Closed for Labor Day

9/14 - All Employee Meeting

9/15 - Happy Birthday to Kim Speelman!

9/22 - Happy Birthday to Brad Waldo!

Tuesdays - All Agency Department Meetings - 8:00am

## 5 Safety Tips for Your Pokémon Go Adventures

### Watch Your Surroundings and Watch Out for Others

There are (virtual) Pokémon among us. They're in our parks, on our sidewalks and at our national monuments. And, you can catch them and train them for battle with the Pokémon Go game for mobile phones.

In the world of Pokémon, humans known as trainers collect Pokémon creatures, develop their skills and face off against another trainer's Pokémon in battle. They've been around since the 1990s but were relegated to video games, trading cards and movies until now. Pokémon Go augments reality to show the creatures in real-world locations using a smartphone's GPS, camera and other features. And, people are scrambling to find them.

You may have noticed groups wandering through your neighborhood or had people bump into you on the sidewalk with their phones held out. They're some of the many millions of Americans out and about trying to capture Pokémon.

The enormously popular new game has been celebrated for getting gamers and young people up off the couch and out into the world. But, hunting down Pokémon all across town and at all hours of the day and night isn't without its risks.

If you or anyone you know decides to embark on a quest to catch them all (151 creatures total), make sure to keep personal safety in mind at all times. Here are five tips for your Pokémon adventures:

**1.Be aware:** You don't want to let that Pokémon slip away, but you don't want to walk into traffic or off a ledge either. So, keep your gameplay contained to parks and other open spaces – just always be aware of what or who is around you. Keep your eyes off your screen while walking and be respectful to others. Don't bump into other people, trample someone's yard or play in inappropriate places, such as museums and memorials, while on the trail of a new virtual pet.

**2.Don't play while driving:** It may be tempting to drive from Pokéstop to Pokéstop in your efforts to catch them all, but Pokémon Go was never meant to be played on the open road. In fact, walking factors into the game by allowing new creatures to hatch from eggs while you're on the move.

Remember, splitting your attention while driving puts yourself and others at risk. Don't stop suddenly to pick up a creature or other items or you may get rear-ended – or worse. Even if your passengers are playing, make sure not to let their gameplay influence your driving. It'll always be better to wait until you reach your destination to play, or just walk instead – those eggs won't hatch themselves!

**3.Bring a friend along:** Pokémon Go players can benefit from having someone around who is fully present in the real world, not the virtual one. Sometimes exploring new areas looking for Pokémon can lead to dangerous places, so it's good to have an extra set of eyes. Just don't forget to stay aware of your surroundings yourself.

**4.Be careful of lures at night:** Longtime Pokémon fans aren't the only ones aware of the game. Criminals and thieves are, too, and they're camping out at Pokéstops ready to rob players who happen by. This risk is compounded at night, when there are fewer people around in parks and on the streets. Better to wait until the morning to hunt down that Pokémon than risk losing your phone, wallet and more.

**5.Watch your belongings:** As always when you're in a public place, keep track of your belongings. Distracted people are easy targets for pickpockets and thieves, especially in crowded areas.

We know it's exciting to finally have Pokémon among us. We just want you to be safe while tracking them down. Happy exploring!

Posted by Safeco July 21, 2016 <http://www.safeco.com/blog-detail/pokemon-go-safety-tips/1240030957030>



# New Listing!

4 bedroom, 2 bath, 2237+/- sq ft home with two car garage and extra storage building. Shaded deck in beautiful and secluded yard. Off road parking available. \$159,900. Call Dee Anne Mosman, Broker, OR/ID, GRI, (208) 707-4444, cell or Scott Lamb, Broker, OR/ID, GRI, (208) 739-2119, cell. #287-16 See this property at <http://www.waldore.com/>.



# What People Are Saying...

“Myra Attebery was our agent. Myra makes sure all the “dots” are added and the “t’s” crossed! This is the second home we have bought through her. We highly recommend Myra to handle a real estate transaction in a professional manner! She doesn’t put pressure on her clients, but presses for them.”  
- Ed & Kay Ramsey



**Myra Attebery,  
Sales Associate, ID**

**Local  
Friendly  
Professional**



**Say Cheese! Most of Us Rate Our Photography Skills Highly**  
Most of us like to take photographs, and most of us think we’re pretty good at it. In a Canon USA survey of 1,000 adults, 80 percent described their photography skills as “good to excellent,” and 62 percent said their picture-taking talents had improved over the last two years.

What are people taking pictures of? More than half—55 percent—post photos of recipes they’re proud of, and 27 percent have shared pictures of their meals to brag about. The survey also discovered that people tend to take more pictures of their pets than themselves (59 percent), although 47 percent admit they take selfies regularly.

Mostly we take pictures of our friends and family on special occasions (64 percent). Holidays and family gatherings are popular occasions for snapping images, with 80 percent taking photos on Christmas, Hanukkah, Memorial Day, and the like.

Video is popular, too: Seventeen percent of people in the survey say they shoot videos for online posts, with 50 percent taking videos of themselves to share on Facebook and other platforms.

## Do and Don’t Say These to People with Depression

Clinical depression is part of life for 16 million adults in the United States, according to the National Institute for Mental Health. People with depression often feel isolated and alone, so support is as much a part of treatment as therapy and medication. Here’s what to say—and not to say—if someone you know suffers from depression:

Do:

- “I’m here for you.” Let people know you’re available to listen when they need to talk. Check in regularly to show that you care.
- “Let’s do something.” Help them get out of the house. Suggest activities like taking a walk, going to a movie, or getting some coffee.
- “I know this is difficult.” Recognize the other person’s struggle. Just knowing that someone understands the challenges of depression can help.

Don’t:

- “You just need \_\_\_\_.” Minimizing the person’s pain doesn’t help. Don’t offer a quick-fix solution to a long-term problem.
- “I get depressed, too.” Yes, everyone feels down from time to time, but clinical depression can feel like a never-ending battle. Don’t compare your occasional blue days to another person’s serious condition.
- “Other people have worse problems.” Comparing your friend’s problem to other people rarely helps—and may make the person feel worse. Show compassion for the situation and help as much as possible.

## Procrastination: A Tool for Creativity?

Do you berate yourself for procrastinating instead of getting right down to work on a creative project? Don’t be so hard on yourself. In some cases, a little procrastination may actually help you be more creative.

According to a New York Times article, a University of Wisconsin professor once ran this experiment: She asked two groups of people to come up with new ideas for business. Members of one group started listing ideas right away. In the second group, individuals played Minesweeper or Solitaire for five minutes before starting. Which group came up with more creative ideas? You guessed it—group two, which had “procrastinated” with computer games.

Just don’t delay too long. In the experiment, the professor also instructed a third group to wait until the last minute. Their ideas were also less creative than the game-playing crew. The lesson: Give yourself a little time to let your mind roam, just not too much.

## Recharge Your Most Important Relationships

Your relationship with your mate, your friends, and your children sometimes call for an infusion of fun and playfulness. You don’t have to go to elaborate lengths. The small things count the most, anyway. Try these tips to recharge:

With your partner:

- Plan a date night without the kids.
- Hide inexpensive gifts around the house.
- Call or email in the middle of the day to say, “I love you.”

With friends:

- Send a fun, funny card or email.
- Get together for no reason.
- Call just to see how they’re doing.

With children:

- Have fun with the shaving cream during bath time.
- Have a race with the kids to see who can set or clear the table fastest (without breaking anything).
- Dance and sing for no reason.





### Use Three Banks to Teach Kids Money Smarts

One way to teach your children the importance of saving money is to give them three piggy banks instead of just one.

Try this: Designate one bank for saving, one for sharing, and one for everyday spending. The “saving” bank can be used to save up money for a big-ticket item like a bike (putting a sticker of the item on the bank can help kids keep the goal in mind). The “sharing” bank is for money to give to friends or charities. Money in the “spending” bank can be used for small purchases.

This method can help children set priorities and see the value of putting money away instead of spending it all at once.

### The Three Kick Rule

A lawyer went duck hunting in rural Tennessee. He shot a bird that fell into a farmer’s field. As he went to retrieve the duck, the farmer walked up.

“That duck is on my land,” the farmer said. “So it belongs to me.”

“But I shot it,” the lawyer said. “If you don’t let me have it, I’ll sue you for your farm and everything you have.”

The farmer smiled. “Tell you what: How about we settle this with the three kick rule?”

“What’s that?” the lawyer asked.

“One of us kicks the other three times. Then the other guy gets to kick the first guy three times. We keep doing it until one of us gives in.”

The farmer looked very old, and the lawyer worked out regularly. “All right,” he said confidently. “We’ll do it your way.”

“Since we’re on my land,” the farmer said, “I kick first.”

The lawyer agreed, positive that the elderly farmer couldn’t hurt him.

He was wrong. The farmer’s first kick sent him into the dirt. His second hurled him against a tree. The third had him flying into a haystack.

Dizzy, the lawyer pulled himself up and took a deep breath. “OK, now it’s my turn.”

“Nah,” the farmer smiled. “You can have the duck.”

### National Rice Month

- According to estimates from the 2006 crop year, rice production in the U.S. is valued at \$1.88 billion, approximately half of which is expected to be exported.
- Most rice is consumed in the country where it is produced. Only 5 percent of the world’s total is exported. Thailand ships the most: about 5 million tons a year. The United States is second with nearly 3 million tons and Vietnam third, with 2 million tons.
- There are over 29,000 grains of rice in one pound of long grain rice.
- One seed of rice yields more than 3,000 grains. It is the highest yielding cereal grain and can grow in many kinds of environments and soils, which is why it is grown on every continent except Antarctica.
- Fifty percent of all of the world’s rice is eaten within 8 miles of where it is grown.
- More than 1 billion people throughout the world are actively involved in growing rice.
- One serving of rice requires 25 gallons of water to grow.
- Americans eat twice as much rice now than they did ten years ago.
- Rice is a good source of protein, containing all eight essential amino acids.
- Rice is low in the amino acid lysine, which is found in beans - making the classic combination of rice and beans a particularly healthy dish.
- Rice is one of the few foods in the world that is entirely non-allergenic and gluten-free.
- Rice triggers the neurotransmitter Serotonin in the brain that helps regulate and improve mood.
- To retain the nutrients, do not rinse the rice before or after cooking it.

Source: [http://www.usriceproducers.com/files/187\\_Rice%20Facts.pdf](http://www.usriceproducers.com/files/187_Rice%20Facts.pdf)

### Pork Fried Rice

Submitted by *Becky Benjamin*

- |                             |                            |
|-----------------------------|----------------------------|
| 2 Tbsp butter               | 1 cup cooled, cooked rice  |
| 1 lb ground sausage, thawed | 1 cup frozen peas          |
| 1 1/2 cups chopped carrots  | 5 Tbsp soy sauce           |
| 1 cup chopped broccoli      | 1/2 teaspoon garlic powder |
| 1 large onion, chopped      | 3/8 teaspoon ground ginger |
| 1 egg, beaten               |                            |

Melt butter in a large non-stick skillet over medium heat. Cook and stir sausage, carrots, broccoli, peas and onion in butter until sausage is thoroughly cooked. Remove sausage mixture to a bowl. With the skillet on medium heat scramble the egg until completely set. Return the sausage mixture to the skillet. Stir rice, soy sauce, garlic powder, and ginger into the sausage mixture and cooked until thoroughly heated.

### Riches in the Soil

Many years ago a young couple with three sons bought a house in California out in the country. The previous owner, who spoke only Spanish, said something that made the couple think that gold could be found on the property. They told their sons, who began digging up the ground looking for wealth.

After a few weeks much of the ground around the house had been turned over, and the father decided to plant some seeds: corn, tomatoes, potatoes, and onions. With his sons’ help, he grew so much that he went on to open a roadside stand to sell the extra produce for a little additional money.

The boys kept digging, turning over the left crop material as they went deeper and deeper, allowing the couple to plant even more crops.

This went on for several years. The vegetable stand prospered, and soon the couple had enough money to send all of their children to college.

One day the original owner came by for a visit. He’d learned English, and he asked the couple how they’d gotten started with the vegetable business. When the husband reminded him about the gold, the first owner laughed.

“I didn’t say there was gold in the soil,” he explained. “I said the soil was very rich.”

And as things turned out, it was.



### The Wrong Direction

An old man and his wife argued constantly, and the husband was often heard to say, "After I die, I will dig my way out of my grave and haunt you for the rest of your life!"

When he died at age 98, superstitious friends asked the wife if she was afraid he'd make good on his threat. She shook her head. "I buried him upside down—and I know he'll never stop and ask for directions."

### Jumping to Conclusions

A priest was riding the subway when a drunken man sat down beside him. The man smelled of beer, his shirt was dirty, and he had a prominent hickey on his neck.

The drunk opened a newspaper and began reading. After a few minutes, he turned and whispered to the priest, "Say, father, do you know what makes people get arthritis?"

Irritated, the priest replied, "It comes from drinking, hanging out with the wrong kind of woman, and not taking care of your body."

"Wow." The drunk looked at his paper again.

As the train slowed for the next stop, the priest suddenly felt bad about what he'd said. "I'm sorry, son. I should have shown more charity to you. How long have you had arthritis?"

"Oh, I don't have it. I was just reading here that the Pope does."

# Waldo Spotlights...



Pictured above are Phaedra and Mae at their booth at the annual OASBO (Oregon Association of School Business Officials) Summer Conference in Bend, OR from July 27-29th, 2016. Phaedra and Mae enjoyed connecting with current and future clients, as well as promoting the growing UDrive Benefits customized group HRA program.



The Waldo offices competed in an Office Break Exercise Challenge for June and July. The prize was a Subway lunch. Nyssa (above) won in July and Ontario (below) won June's challenge.



Rebekah's daughters, Claire and Sadie Wagster had a very successful Malheur County Fair! Sadie won Champion Small Animal Round Robin & a beautiful buckle! She was also Champion Novice Sheep Showman and 5th overall. Sadie was Reserve Champion in Rabbit Showmanship. Claire was Reserve Champion Small Animal Round Robin. She also won Reserve Overall Sheep Showmanship. Claire was Champion in Rabbit Showmanship and the breeder of the grand champion meat rabbits, raised and shown by Mylie Zimmerman. Both girls qualified to show in the Oregon State Fair. Claire will attend to show her rabbit.



Below: The Ontario office celebrates our August birthdays.



Left: Dustin Grant won the Wellness Committee's Quarterly Challenge. The challenge was called the "FITTE Challenge". It required at least a 30 minute daily workout.