

Things I am Thankful for This Year

By Ben Glass



Ben and his wife Sandi have nine children and five grandchildren.



Ben Glass

When I was young, Thanksgiving was a lot of fun and games. Really! We'd travel to Richmond, where my parents grew up, to celebrate the day with the family, but mainly, I just played with my cousins. Then, early the next morning, we'd get in the car to travel back either to Northern Virginia or someplace like Trenton, New Jersey, to play in an "International Youth Soccer Tournament." "International" meant there was at least one team from Canada playing as well!

There was very little "work" involved for the kids, as it should be. Now, especially with grown children and grandchildren, the logistics of the holiday are a little more challenging. Who's hosting this year? Can we, with COVID lingering, actually get together as a family? Does anyone really enjoy getting on the highway or traveling to an airport that weekend? For an adult, the holiday can be work.

Whether you find Thanksgiving playful or hectic, that fourth Thursday in November is a really good time to start looking back at your year and thinking about what the future holds for you.

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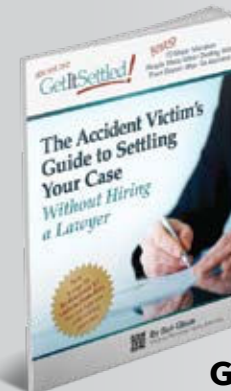
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BENJI BEAR: *On the Road!*



By Tammy Hineline

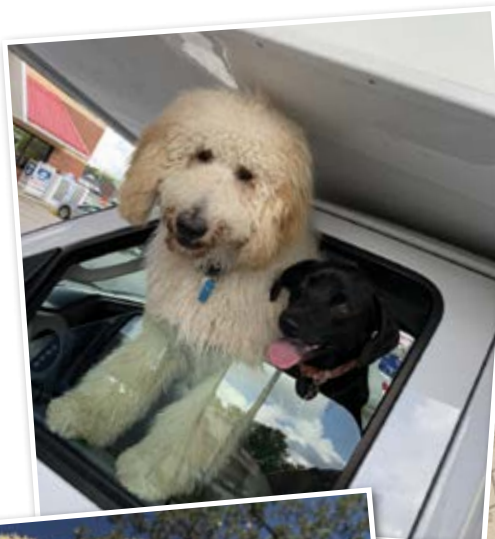
Last month, Benji the Bear joined Tammy and her family on a road trip to her home state of Nebraska. Everyone (pups included) piled into an RV and made the 18-hour trek.

The St. Louis Arch was a popular destination along the way, but there was no time to stop! Instead, Benji spent his days at the Omaha Henry Doorly Zoo and enjoyed the nightlife with a few drinks and a game of Keno.

Time flew by, and it wasn't long before it was time to say goodbye to family and hit the road again.

Do you have a Benji Bear? Take a picture of him on your next trip!

No bear? Just give us a call at 703-991-2870, and we'll send one your way. ■





BGL's Best Bites:

PUMPKIN CARAMEL CREAM CHEESE POKE CAKE



By Autumn

Ingredients:

- 1 box of spice cake mix
- 1 can of pumpkin puree
- 1 cup water
- 3 large eggs
- ½ cup vegetable oil
- ¾ cup caramel sauce
- 8 oz cream cheese (room temperature)
- 2 tbsp milk
- 1 cup powdered sugar
- 1 ½ cups Cool Whip (or any whipped topping)

Directions:

- 1 Preheat oven to 350°F. Coat a 9x13 inch pan with baking spray.
- 2 Mix cake mix, pumpkin puree, eggs, and oil together. Pour into your baking pan.
- 3 Bake at 350°F for 30-35 minutes, depending on your oven (if a toothpick comes out clean when inserted into the middle of the cake, it's done).
- 4 Take a wooden spoon, and with the handle, poke holes in the cake while it is still warm. Spread them out evenly—don't make the holes too close together.
- 5 Heat up the ¾ cup of caramel sauce in the microwave for 20-30 seconds, or until it is warm.
- 6 Pour the caramel sauce over the cake evenly, making sure to fill the holes in the cake.
- 7 In a separate bowl, stir the cream cheese, powdered sugar, and milk until smooth. Fold the whipped topping into the mixture.
- 8 When the cake is completely cool, spread the frosting mixture over the top of the cake. Gently press the frosting into the holes in the cake.
- 9 Drizzle the rest of the caramel sauce over the top of the frosting, if desired. ■

Reminder About Our Firm's Communication Policy

Our promise to you is that while we are working on your case, we don't take inbound phone calls, faxes or emails. Ben Glass takes no inbound unscheduled phone calls whatsoever. It makes him much more productive and helps get your case resolved faster. You can always call the office at 703-544-7876 and schedule an in-person or phone appointment, usually within 24-48 hours. This is a lot better than the endless game of "phone tag" played by most businesses today. Remember, too, that email is "quick," but is checked no more than twice a day. Replies are then scheduled into the calendar. So if it's really important, don't email—call the office instead.

This publication is intended to educate the general public about personal injury, ERISA disability, and small business issues. It is not intended to be legal advice. Every case is different. The information in this newsletter may be freely copied and distributed as long as the newsletter is copied in its entirety.

INSIDE THE MIND OF

BEN GLASS



WHAT WOULD BEN SAY

Here are my thoughts for the month:

WHAT MATTERS MORE, POLITICS OR YOUR DECISIONS?

Generally speaking, politics is way overrated. I recently got a political fundraising email that began: «In these chaotic times, if you're not paying attention to politics all the time, it's hard to know what's true,» and I thought to myself: what a blatant lie. Politics today is more about mob rule—who can I get to agree with me on some issue to violate someone else's rights? The California Governor wants to mandate that stores selling toys set aside a section for “gender-neutral” toys. Locally, we have a politician who keeps introducing bills to mandate that doctors who treat personal injury patients behave in a certain way. In both cases, the object of the law (the storekeeper and the doctor) are prevented from making their own decisions about running their businesses. That is violating rights. This is politics, and it is disgusting.

I have a better idea, rather than spend another minute looking for “the truth” in politics; rather than send another dime to a candidate who will use that money to exert political force on a group that candidate doesn't like or doesn't view as “good,” how about this? Find five people in your community who would benefit from your money,

your talent, or your advice and lift them up. Can't find any? Ask your religious leader or go on social media. Trust me, they are there.

You will have a far more positive impact when you take your capital (talent/money/time) and invest it in someone who needs a little lift to move their lives forward rather than send it to some politician who is too afraid to lose an election.

SMALL BUSINESS TIP OF THE MONTH

When someone reaches out to your business and says, “Hey, I asked around, and folks say you are the person I need to talk to on this issue,”—RESPOND. I recently looked for a lawyer with a particular skill set. Several people responded, and I called this lawyer's office on a Monday. No answer—just a voicemail. No “Thanks for calling,” just “Leave a message.”

So, I did. By the time the lawyer acknowledged my call—four days later—I had moved on. The lawyer may have been an uber-expert, but everything about my experience told me that he did not have the systems in place that were going to help me achieve the result I wanted.

Is this going on in your business? You won't know unless you are paying attention.

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Inside The Mind of Ben Glass

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Things I am Thankful for This Year

Here are some things I'll think about and be thankful for this year:

Watching my grown children learn to parent their kids. For me, this is an amazing experience. Sure, the grandkids themselves are very cool, but seeing the children you once thought might be living just to torment each other (and mom and dad) become parents, with all the new learning that entails—it's truly amazing.

That each of our children is finding their way in the world, using their unique (all nine of them are unique) talents, gifts, and interests.

Sure, mom and dad are there for support and advice (only offered when asked), but they each recognize that you must produce value for the world before asking the world for something.

I'm thankful for my best friend—my wife, Sandi. We celebrated 40 years of marriage earlier this year. We've learned a ton together. Sandi is definitely the rock of the family.

And, that we are so blessed to be living in the United States. People complain way too much about this social, political, and philosophical experiment crafted by our founders. The good in this country FAR outweighs the bad. Most people are not crazy. You have the opportunity to progress and to make your life better every day. There are many places on earth (actually, most places) where you don't have that individual power of control over your own life.

What about you? What are you thankful for this year? ■

Whether you find Thanksgiving playful or hectic, it is a really good time to start looking back at your year and thinking about what the future holds for you.

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What Would Ben Say

MORE DISAPPOINTMENT FROM LAWYERS.

Two days after the Facebook/Instagram outage, a national law firm was running an advertisement seeking clients for a class action if you “suffered loss” from the outage. This is exactly the stuff that makes most people think that lawyers are a bunch of buffoons.

HAT TIP TO NEW JERSEY.

Sure, traveling to Trenton for a Thanksgiving soccer tournament (see Thanksgiving article) wasn't that fun for my parents, but you have to hand it to New Jersey. That great state recently

erased a regulation that forbade people from making cakes to sell at home in their own kitchen unless that kitchen was an industrial-grade kitchen. That regulation was an example of rights-violating mob rule. (The commercial bakeries didn't like the competition from ma-and-pa “businesses” trying to make a few bucks over a weekend. They contributed to politicians who, as mobs will do, went where the money was.) However, New Jersey was slow at recognizing its violation of rights (and common sense) as it was the last state even to have such a stupid rule. ■

INSIDE THE MIND OF

BRIAN GLASS



MAKE IT EASY

One of the things that I try to impress on the injury team here at Ben Glass Law is that we always need to strive to make it easy for the person on the other end of the phone to do what we want them to do. Our goal is to be the one that other vendors, lawyers, and medical providers want to work with.

And frankly, as lawyers, it usually isn't that hard. Most lawyers are a**holes. I've dealt with lawyers who have told me they would "prefer to take a hill by force vs. by consent" and lawyers who routinely end letters with "govern yourself accordingly." In our profession, the bar for friendliness is pretty low.

I recently resolved a unique auto accident case with GEICO.

We had an injury that the adjuster just didn't understand – a hernia. Show an adjuster neck pain, back pain, or a concussion, and they can evaluate the case pretty easily. But they don't understand abdominal CT scans, diaphragmatic hernias, or difficult surgeries. Especially when the medical costs are relatively low.

The offer went from \$28,000 to \$55,000 to \$95,000 within two phone calls (our demand went from the \$100,000 policy limit to \$95,000) and the case settled.

We were barreling down on a December trial and the adjuster

was demonstrating to me that he didn't understand the medicine. So, I just sent him the medical illustrations that we'd had prepared for trial. Now, instead of reading a radiology report, he was looking at real images. The offer went from \$28,000 to \$55,000 to \$95,000 within two phone calls (our demand went from the \$100,000 policy limit to \$95,000) and the case settled. Afterwards, I got an email from the adjuster thanking me for helping him see the light (I'm not making this up).

Did it take him way too long to see the light? Yes. But we got there eventually, and we got there without having to spend more of the client's money on doctors for trial. ■

Inside The Mind of Brian Glass

A Baseball Update: We Got One!

Thanks to those of you who reached out looking for updates on Kellan's struggle to get the bat off of his shoulder. I'm happy to report that we finally hit a dribbler back to the pitcher and made it to first base before the ball did!

I am not optimistic about my chances of winning Coach of the Year this year, though. After starting 2-0-1, we've lost 8 straight games.

Since I'm coaching two teams, I haven't been home for a weekday dinner in two months, and I haven't watched more than about 30 minutes of college football this year. Basketball season is next. I played one season around age 11 and my kids have never played. I'm looking forward to splitting practice attendance with my wife and sitting in the bleachers for games. ■



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What to do this Fall in Virginia

When our bags were filled almost to the point of bursting, we stopped into the Harvest House to peruse their selection of local produce, honey, jams, jellies, and more. As a lover of all things fall, I was thrilled to pick up a locally sold Amish-Mennonite pumpkin cookbook while I was there. Stay tuned for a future BGL newsletter where I'll reveal my favorite recipes!

Once we had our fun pickings apples, we drove ten minutes down the road to Aspen Dale Winery—this place is a hidden gem. You can sit inside to enjoy the rustic and cozy decor, or you can sit outside by the garden beneath the shade of a huge willow tree. Sample flights are \$15, which

include four glasses of wine with food pairings. We brought a picnic lunch that we enjoyed while sampling wine and taking in the good company and the rest of the crisp fall day. Just before

leaving, we broke into a box of fresh apple cider donuts that we bought from Stribling earlier that morning. The perfect end to the perfect day.

So, if you're looking for some outdoor fun that combines light activity and relaxation this fall in Virginia, I cannot recommend these two places highly enough. Consider supporting both of these small businesses and making some great memories—and taking home plenty of apples. ■

Consider supporting both of these small businesses and making some great memories—and taking home plenty of apples.

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What to do this *Fall* in *Virginia*



By Mary Freeman

This past weekend, I had the pleasure of going out to Markham, Virginia for what I would consider the perfect fall day.

I joined my fiancé and his family, driving out through scenic rural Virginia, to first visit Stribling Orchard for some good old-fashioned apple picking. In my opinion, Stribling has been *the place* for apple picking in Virginia for as long as I can remember. After suffering a catastrophic loss in 2020, they're back open for business this year. Last year, they were struck with COVID-19, then a devastating frost, and finally a barn fire—forcing them to close their doors during prime apple-picking season. They are up and running again this year and could use the support now more than ever.

While at the orchard, we enjoyed the landscape of the Blue Ridge Mountains while picking apples galore.

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