

GLASSGAZETTE

Volume 24
Issue 4

A monthly publication of lighthearted stories and information from your friends at BenGlassLaw, a leading personal injury and disability firm

Planet vs. Plastics



By:
Janet
Legal
Receptionist

This year, Earth Day will be celebrated on April 22, 2024. Eight years ago, I was finishing up my Associate's Degree in Paralegal Studies at Northern Virginia Community College. I got down to the last credit class required to graduate and was told I needed to take math or science, so I chose Environmental Science with a brilliant professor. I completely immersed myself in the curriculum, labs, and field trips. I especially liked our visit to an apiary at George Mason University. It was an eye-opening experience on our world and every living creature that shares our planet.

The first Earth Day was held on April 22, 1970. By the end of 1970, that day led to the creation of the U.S. Environmental Protection Agency and successful laws like the Clean Air Act, Clean Water Act, and Endangered Species Act. The theme for this year is Planet vs. Plastics. Some facts:

1. Americans purchase about 50 billion water bottles per year, averaging about 13 bottles per month for every person in the U.S.! That means by using a reusable water bottle, you could save an average of 156 plastic bottles annually.
2. When plastics end up in landfills, they aren't harmless. They break down into tiny toxic particles that contaminate the soil and waterways and enter the food chain when animals accidentally ingest them.

There are so many ways that you can help end plastic pollution, but I would suggest you start off with just one or two habits and then keep adding on as many as you can handle. Here are a



Our visit to an apiary at George Mason University

few suggestions: always carry reusable shopping bags; just say "no" to plastic straws; use refillable water bottles, reusable food storage bags, paper towels, fabric/bamboo facial rounds and travel cutlery for your lunch bag. Reuse, repurpose, and visit EarthDay.org for more information.

Happy Earth Day! ■



Upcoming Holidays

- Apr. 9 Eid-Al-Fitr
- April 15: National ASL Day
- April 18: Adult Autism Awareness Day
- Apr. 22: Earth Day
- Apr. 26: Administrative Professionals Day
- Apr. 30: End of Passover

Out in the Wild



Congratulations to Mary and her husband on buying their first house!

Did You Know?

In Canada, Earth day is celebrated with a ceremonial tree planting. In Denmark, they play drums – each drum pointed at one of the four corners of the world.

FREE Reusable Shopping Bag

*Contact our office and we'll send you a free reusable Ben Glass Law shopping bag. Email newsletter@BenGlassLaw.com with the subject line **BGL Shopping Bag**.*

FRESH from the FIRM

CURRENT EVENTS & STORIES OF THOSE WE'VE HELPED



We had our quarterly all-hands where we discussed the health of the firm, our goals for the year, and got our team-building on!



Don't forget Galentine's Day. We celebrated by having lunch all together and making crafts for our loved ones.

Our firm won a life insurance appeal for a mother who had tragically lost her four-year-old daughter and the carrier refused to honor a policy THEY had suggested for her. This client came to us all the way from Texas and found us by submitting her denial letter for a free review.

Our Personal Injury team received this awesome Google review from a client:

“I'm thrilled to share my positive experience with Ben Glass Law. Their exceptional legal team navigated my car accident case with utmost expertise and dedication. From the moment I reached out, they provided unwavering support, ensuring I received a substantial settlement for a T-bone collision caused by another driver. Ben Glass Law's commitment to their clients and impressive results make them a top choice for anyone seeking outstanding legal representation.”

– **Michael K.**

AS A REMINDER

Our business is built on referrals. If you or someone you know can relate to the stories above or need help after being injured in an accident or whose long-term disability or life insurance claim has been denied, we'd love the opportunity to use our years of experience & compassion to help them.

Inside the Mind of LISA DERCO

Personal Injury Attorney, Wife, Boy Mom
& Lover of Travel, Food, & Wine



Strategic Thinking for Client Victories

Sometimes, choosing the right attorney means picking a team that not only specializes in what you need, but knows how to do it creatively.

We were fortunate to represent a very sweet family of three who were involved in a horrible crash. To make matters worse, there was very limited liability coverage available to the three of them. Luckily, two of them did not require a lot of additional medical care, but one of them was severely injured and had significant medical bills.

One of the things I love most about our office is our team-centered approach to cases. We meet weekly to review our numbers, review current cases, and discuss strategies to maximize the recovery for our clients. This case was one that involved a lot of active discussion. The liability carrier had tendered their small policy early in the case and, through creative brainstorming, we were able to distribute settlement funds in a unique way that maximized the family's final recovery. We did this by investigating all possible policies that may

be applicable – including underinsured motorist coverage for the most severely injured family member. We then made the strategic decision to give her a very minimal amount of the liability policy so that her father and daughter could receive a majority of those funds. This left her entire policy of underinsured motorist coverage available to her. I was so proud of our team for being creative and figuring out what was best for this family.

This unfortunately is not uncommon. We have a number of clients where the liability policy just isn't enough. So double check your policies and be sure to get as much coverage as you can. It really isn't much more to increase your limits to ensure you are protecting you and your family. **If you ever have any questions about your coverage, please reach out to us so we can help.** ■



Q&A OF THE MONTH

What's your favorite case you've ever worked on and why?:

Two cases hold a special place in my heart because both dealt with children who suffered severe injuries. Being able to help them get the support they needed to recover and to help with their futures was very rewarding.



LISA LOVES...

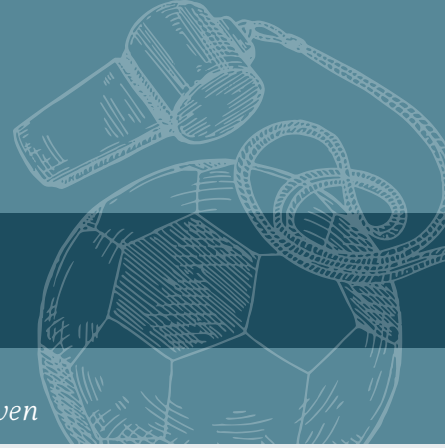
I love family/friend game nights. We recently purchased **Blank Slate** and love it! It is great to play with friends or your kids. It is funny how the answers change depending on your audience!





Inside the Mind of BEN GLASS

*Disability Attorney, Entrepreneur, Business Coach, Author,
Soccer Referee, Husband, Father to Nine, Grandfather to Seven*



Our Adoption Story

Last month Sandi and I went to see Steven Curtis Chapman perform in Arlington, Virginia. We first saw him perform on March 8, 2002, in a concert that changed our lives forever because it set off our adoption journey. Since then we have attended over a dozen Steven Curtis Chapman events, including an outdoor concert at a drive-in movie theatre during COVID.

In a recent talk at our church, Abiding Presence Lutheran Church in Burke, I shared the story of that journey, and how our family went from “four kids and a dog” to a large family of nine children.



THE CALL TO ADOPT

I initially resisted the call, feeling that we were “filled up, too busy, and not at all qualified” to adopt. The day after our first concert I told my pastor that “I think I’ve had a “God event” and I’m not sure where that’s going to take us.

It took us to China, eighteen months later, for our first adoption trip to adopt Kevin.

ADOPTION AND TRANSFORMATION

Over the years, we made two additional adoption trips to China as we adopted Emma, Leah, and David. Leah and David were adopted on the same trip. Through this process, we initially believed we were answering a call to provide for God’s children. However, as we navigated the new experience of raising children not born to us, we realized that these children were also changing us. Our journey forced us to reconsider everything we

thought we knew about parenting, communication, and love.

FUNDAMENTAL LESSONS LEARNED

Through our adoption journey, we learned three fundamental lessons that reshaped our approach to life and relationships:

- **Understanding Fear and Shame:** We realized that when people say or do things that irritate us, those behaviors are often driven by the very powerful emotions of fear and shame. Recognizing this taught us to approach, with empathy and understanding, our interactions with others today.
- **Control Over Responses:** Life is unpredictable and often out of our control. However, we have absolute dominion over our responses to life’s challenges. This lesson, emphasized by our experiences with our children and those who have supported

us along this journey, has taught us the importance of controlling our responses to the challenges of life. We believe that most of what we are called to do as children of God is wrapped up in the moment someone says or does something that irritates or disappoints us, and our response to that adversity.



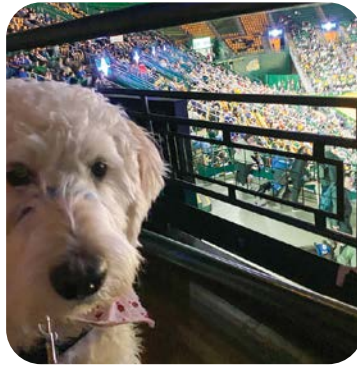
- **The Power of Healing Conversations:** Conflict is inevitable, especially with those closest to us. Our adoption journey has underscored the importance of healing conversations, which must occur when emotions have cooled. This understanding has led us to value the timing and energy required for these discussions, challenging the notion that conflicts must be resolved immediately.

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Life With Latte

Happy Spring everyone! Spring means warmer temperatures, lots of rain, and muddy paws. I don't mind any of it, but my people aren't keen on my big paw prints across the floor. Spring also means BASKETBALL! I loved the field trip to George Mason University. We were treated like royalty! I got so many pets and pictures with all the cute students! I think they liked me! And we had a special halftime "show" where we were paraded around the basketball court with more cameras in our faces. It was nice to share the work that Heeling House is doing. I even got to sit in the bleachers a little bit!



Enjoy the warmer weather and muddy paws if you are lucky enough to have a dog friend!

Latte 🐾



Scan to learn about Heelinghouse.org

EMBRACING THE FUTURE

As we reflect on our adoption journey, we recognize that there is still more to learn and understand. Drawing back from the richness of our experiences, we see a future filled with both challenges and opportunities for growth. Our journey has been a testament to the idea that God uses our life's challenges to teach us, transform us, and prepare us for what lies ahead.

CONCLUSION

Our adoption journey has taught us about the resilience of love, the strength found in faith, and the transformative power of open hearts. These lessons have not only changed our family's DNA but have also equipped us to share our learnings with others, encouraging a broader understanding of adoption, faith, and the art of navigating life's challenges. As we continue to draw back from the masterpiece of our lives, we are reminded of the beauty in the unknown, the lessons yet to be learned, and the continued guidance of God's hand in our journey. ■



PODCAST EPISODE OF THE MONTH

Unveiling Vietnam War Realities and the Impact of History with Ed Linz

In this compelling episode of The Renegade Lawyers Podcast, join me as we delve into the gripping tales of Vietnam with author and friend Ed Linz. We explore the personal stories from his book "A Filthy Way to Die," unravel the complexities of the Vietnam War, and discuss the profound impact on those who served.



Q&A OF THE MONTH

What's your favorite case you've ever worked on and why?

My first medical malpractice case, which I tried about five years out of law school. I represented this very nice grandmother who had gone to a (now retired), but then national famous orthopedic hip surgeon, to get an artificial hip.

She developed an infection that he did not monitor correctly, in part because he was travelling all over the country to speak about his success in hip replacement. She suffered a lot of complications from his malpractice.

I was a very young trial attorney and this doctor, his lawyer and his "great" expert witness from UVA thought they would roll me. The jury heard the truth and awarded \$500,000, which was, at the time, one of the highest malpractice verdicts in Virginia.

Now comes the most interesting part: as we were leaving the court room that day, this doctor's assistant started screaming at me that "next time we'll just let her die." Two years later, when this assistant herself was the victim of malpractice, she called us to represent her.

We said "no thanks."



BEST THING I READ THIS MONTH

This email from a reader:

Hi Ben! We got your newsletter today. I had to laugh when I saw the Peachy Keen article and had to share this with you. In January I was at the paint store getting paint for work. As I was waiting for my paint to finish being mixed, I was chatting with the owner. I asked him if he had seen "The Color of the Year", Peach Fuzz. He laughed and said "You won't believe this but this color came out in the 70's and was all the rage. What's even funnier is the name of the paint was called Nudist Camp!" Guess you could get away with that kind of name back then.



Inside the Mind of BRIAN GLASS

Personal Injury Attorney, Entrepreneur, Business Coach,
Husband, Father to Three Boys, & Avid Traveler



It's All a Matter of Attitude – and Staff!

My adjuster said to me, “Oh, this happened at your beach house? Must be nice.”...which is how I knew I was going to shop for a new insurance carrier as soon as the claim was over.

If you're in insurance, someone is almost always calling you on a bad day. The same is true in most law firms. No one calls a personal injury lawyer (or a divorce lawyer, or a criminal defense lawyer) because something awesome happened to them.

Your team's attitude must reflect that while the client has been thrust involuntarily into our world, they've made an excellent decision by calling you. You cannot train and script for this. You have to build the right culture within your firm and then only

hire great matches for that culture.

And here's the thing about running a small law firm...The most important hires often aren't lawyers.

They're your staff.

It doesn't matter how amazing your attorneys are if the staff...

- *Can't run an effective intake*
- *Can't get the medical records in and organized on time*
- *Isn't over-the-top empathetic to your clients*



Most firms view lawyers as the value and the revenue drivers. After all, we craft the winning arguments. We have the Perry Mason moments. We know to stop before asking one question too many on cross.

And while all of that is important, it really is maybe 5-10% of what actually goes on in a law firm. And it's an even lower percentage of what makes up a great client experience.

My take: Hire the best staff you can find and take care of them. ■



GLASS BROS BANTER

Like most parents, every morning we can be heard through the neighborhood yelling “put your shoes on” multiple times and in multiple volumes. Today we went to start the process of the first ask but were pleasantly surprised to see all of them on the steps putting on their shoes without being asked. Now we won't get too comfortable with this outlier, however, it is a good reminder to appreciate the small things...no matter how simple they are.



Q&A OF THE MONTH

What's your favorite case you've ever worked on and why?

My favorite case is always the next one – because I'm continuously growing, striving to be better, and learning new ways to serve my clients.



PODCAST EPISODE OF THE MONTH

Strategies for Amplifying Your Law Firm's Digital Impact (with Kevin Daisey)

Ever wondered how the David of law firms can compete with the Goliath-sized budgets in digital marketing? This episode uncovers the David's slingshot—strategic digital marketing tailored for legal eagles. Join my enlightening conversation with digital marketing maestro Kevin Daisey of Array Digital as we break down why a one-size-fits-all approach simply won't cut it in the legal field.



Inside the Mind of DAMON MILLER

*Long-Term Disability Attorney,
Husband, Storyteller, & Dragon Slayer*



Once in a While, Take the Scenic Route

In the hustle and bustle of our daily lives, it's easy to get caught up in the monotony of routines and schedules. However, sometimes the most unforgettable moments stem from the most impromptu decisions. This is a story about such a moment: a day of adventure, discovery, and the simple joy of being together.

The best date Emily and I had last year was unplanned. One weekend, without any prior planning or expectation, we decided to embark on an adventure that was as spontaneous as it was memorable. Our destination was unusual yet intriguing—a giant rubber duck. Yes, you read that right. Our quest to see this oversized bath toy was the spark that ignited a day filled with laughter, exploration, and the creation of cherished memories.

Admittedly, the duck itself was somewhat underwhelming. But as we soon realized, the true essence of our journey lay not in the destination but in the journey itself. We took the scenic route, driving along the backroads of Maryland that unveiled the breathtaking beauty of Chesapeake Bay. Each turn brought with it a sense of excitement and wonder, reminding us that sometimes the best plan is no plan at all.

Our adventure led us to a quaint, quiet town in Maryland, where we

indulged in the simple pleasure of ice cream. It's fascinating how a simple treat, enjoyed together in a new place, can create a cherished memory. We wandered the streets of this small town, absorbing its charm and tranquility, a welcome respite from our everyday hustle.

Next, we found ourselves in a pristine state park, where we took a leisurely walk along the river. Surrounded by nature's splendor, we talked, laughed, and shared moments of silent appreciation for the beauty around us and the company we kept. It was a reminder of how important it is to step away from our screens and schedules to connect with the natural world and each other.

Our day of spontaneity concluded with a pasta dinner, the perfect end to an unexpectedly perfect day. Over dinner, we reflected on the day's adventures, from the underwhelming duck to the unexpected discoveries along the way.

In a world that often demands so much of us, taking a day to just be with someone you love, exploring, laughing, and making memories, can be the greatest adventure of all. Our spontaneous journey to see a giant rubber duck turned out to be one of the best dates we've had, not because of what we did, but because we did it together, embracing the beauty of the moment and the unpredictability of life. ■



Q&A OF THE MONTH

What's your favorite case you've ever worked on and why?

I once helped a charity stop a cybercriminal who had created a fake website to scam people into donating money to him instead of the charity. It felt great helping stop a criminal and ensure that the charity was getting the donations that people were intending to make to it.

GLASSGAZETTE

For feedback, comments, or to request to receive via email only, email newsletter@benglasslaw.com or call 703.544.7876

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.

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Susie's Skillet-Roasted Carrots



I recently had a potential Long-Term Disability client tell me how much he missed our recipes in the newsletter. Far be it from me to disappoint a fan! I thought this recipe for skillet-roasted carrots was a great choice for a quick and easy spring side dish. The key is to use a rainbow carrot blend. The color really elevates the dish to the next level.



INGREDIENTS

- 1 Tbsp. olive oil
- 1 lb. rainbow carrots
- 1/2 tsp. kosher salt
- 1/4 tsp. black pepper
- 3 Tbsp. apple cider vinegar
- 2 Tbsp. honey
- 1 tsp. fresh thyme leaves

INSTRUCTIONS

Heat oil in a large skillet on medium-high. Add rainbow carrots, salt, and black pepper. Cook and stir until carrots are tender and browned in some areas (approx. 7 minutes). Add honey and vinegar and cook until liquid thickens and coats the carrots (approx. 1 minute). Sprinkle with fresh thyme and serve. ■