

Positive Outlook

A Familiar Face

For 25 years, Mattie Cain has been a friendly presence at the Gary TA

GARY, IN – When Mattie Cain first applied for a job with the Gary, Ind., TA, the fellow interviewing her had doubts. “He told me I seemed too timid to work in a place like this,” Cain remembers. “He thought I wouldn’t be able to handle the environment, working with drivers who can be loud and boisterous. But then he said that because I was so persistent, he wanted to take a chance.”

It was a wise decision. Cain just celebrated her 25th anniversary as a TA employee, going from the fuel



GM Steve Condes presents Cain with her TA 25-year pin.

desk to the store in various positions at each. The soft-spoken and sweet quality that her interviewer saw as a possible weakness has, in fact, been her strength. No matter what problem or new situation comes her way, Cain never gets agitated. “I always tell people that you need to adapt to any situation,” she says. “It’s not hard for me to do.”

General manager Steve Condes, who recently moved to the Gary TA, says Cain adds a warm presence to the site. “She’s a wonderful lady with a positive attitude who is friendly to everyone,” he says.

Rick Potts, the previous GM, now at the Sawyer TA, also has nothing but praise for Cain. “She goes the extra mile without being asked,” he says. “She’s a great person and always has TA’s best interests at heart.”

Cain, a native of Louisiana, moved to Gary when she married a



Mattie Cain approaches each day at the Gary, Ind., TA as an opportunity to learn something new or to meet someone interesting as she does her work.

native of the city. She and her husband, who is now retired, have a daughter in college. When she’s not at work, Cain takes care of her home and husband, and also sings in her church choir.

She looks at each new day as an opportunity to learn something new, and enjoys the fact that she never knows exactly what to expect when she walks into work. Of course, after 25 years in one workplace, there are plenty of customers

who know exactly what to expect when they see Mattie Cain — a friendly smile and a warm welcome.

“There are customers who see me at the store who remember me from the gas station from years ago,” she says. “They’ll recognize me and say, ‘Oh, you’ve been here for a long, long time.’ I just tell them, ‘Well, if you know that, then you’ve been coming here a long time, too!’”

Safety First

Healing the Hurt

TA’s new kits simplify first aid treatment

WESTLAKE, OH – Accidents happen. When they do, all TA locations will be fully prepared to handle them, with the new user-friendly first aid kits that were distributed in March.

The new standard kit contains all the necessary items to handle cuts, burns and other injuries — pre-sorted by type of wound. “Now, instead of wondering what the best treatment might be when presented with an injury, managers choose the easily marked bag that applies. Inside, they’ll find everything they need to apply the correct first aid,” says Jamie Wiseman, safety coordinator.

Each bag also includes instructions with basic first aid tips for that specific injury. With the bags clearly named, color-coded and numbered, inventory takes very little time, and managers can order replacements in individual categories.

The new kits were developed in partnership with the National Safety Council, so managers can feel secure that the treatments have an official recommendation behind them. “We also encourage all managers to take a basic first aid course from a recognized source, such as the Red Cross,” says Wiseman.



Scott Costello (left) and Schaman Hudson didn’t hesitate to help when they encountered trouble on the road.

Beyond the Call of Duty

Road Rescue

Two Boise TA employees assist in serious automobile wrecks

BOISE, ID – The TA Road Squad is trained to lend a helping hand to drivers stranded on the side of the road, whether they need a jumpstart, a tire change or an air leak fixed. But when two separate TA Road Squad employees in Boise, Idaho, found themselves on the scene of more serious accidents, they didn’t hesitate to do everything they could to help.

It had just turned dark and began to snow when Schaman Hudson, on his way to a call, spotted a car that had rolled over about 50 ft. off the road. When he called the police, a dispatcher said they’d been looking for the accident site, but hadn’t been able to see it.

So Hudson turned the Road Squad truck’s beacon lights on and went down to check on the passengers, a husband and wife and their 6-year-old son. “I’ve been to accident scenes before, but not like this,” Hudson says. “They were pretty injured, and the little boy was

really shook up and worried about missing school.” Hudson jumped in the car to turn off the ignition, and put the boy in his truck to keep warm. He stayed calm throughout the ordeal. “I think it comes with age and experience,” he says. “You just learn that you have to act reasonably in these situations.”

In the five years that the Boise TA has been open, the Road Squad had never had such an experience. But just a few days later, another shop tech, Scott Costello was out on a road call assisting a driver for Swift, when they saw a car fly around a bend in the road, lose control and flip over.

Costello and the driver hurried over to find a mom, dad and young daughter trapped in the car. They knocked the back window out and retrieved the daughter, and pried open the car doors to tend to the mother’s wounds. They used gauze from the Road Squad truck’s first aid kit to bandage her head and a sleeping bag from the truck to keep her warm and prevent her from going into shock.

“This stretch of road is really rural, and it was just a coincidence that we were there,” Costello says. If we weren’t, who knows how long it would have been before someone drove by.”

“It seems like everywhere our truck is lately, something happens,” Costello says. Lucky for Boise, the TA Road Squad is prepared for whatever they encounter.

Round-Up

Lube Express, Healthy Journeys

Quicker Oil Changes

TA recently launched the Mobil Delvac Lube Express at two locations, with the goal of offering customers faster oil changes. The Lodi, Ohio, TA began the service in March, and the Parowan, Utah, TA will begin in April. The shops are setting aside at least one service bay devoted to PM services only. Prominent signs alert customers to the Lube Express bays, where technicians will greet them and write up the service, so they bypass the main shop counter. If the program proves to be successful, it may eventually be implemented in other TA locations.



Healthier lifestyles, lower medical contributions

Thanks to all employees who participated in Healthy Journeys Destination #1 – The Health Risk Appraisal. Participants will soon be receiving a Health-at-Home Self-Care Guide and TA will announce winners in the drawings for gift cards in the amounts of: \$500 (4 prizes), \$100 (8 prizes) or \$50 (40 prizes).

Soon we will be launching Healthy Journeys Destination #2 – Know Your Numbers. Do you know what your cholesterol numbers are? What about your blood pressure number, blood sugar number and waist measurement number? This educational health program will be a great opportunity to be in the know about your own health numbers.

And remember — healthy journeys has healthy rewards. In addition to exciting drawings and giveaways, when you complete all three Healthy Journeys destinations, you will receive a discount on your 2007 medical premiums. Those who do not have TA’s medical plan will receive a \$50 gift card!



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