

## Treating Beneficiaries With Dignity Is Part of 'Being Human' for Cecilia Camacho

■ **The Club distributes, among other benefits, a soothing, gentle book to help those during difficult times.**

It's easy to do the right thing during the good times. But it's how you handle the difficult times that can sometimes make all the difference.

Cecilia Camacho, the Club's benefits administrator, faces that challenge every day. And turns a difficult challenge into a positive experience.

Cecilia often deals with the beneficiary and/or family after a Club policyholder has died.



**Cecilia Camacho, the Club's claims administrator.**

In addition to her strong managerial skills — making sure paperwork is completed and processed efficiently, and communications with those affected, Cecilia adds other critical skills:

"I always listen and sometimes cry," she explains. "It's part of being human."

She keeps those affected apprised of the status of the death payment all along the way in the gentlest, but most efficient, manner possible.

And at the end, with the check, comes one of her nicest touches of all: the delivery of a simple, but beautiful book: Leo Buscaglia's *The Fall of Freddie the Leaf*.

"It's a warm, wonderfully wise and strikingly simple story about a leaf named Freddie," she explains. "How Freddie and his companion leaves change with the passing seasons, finally falling to the ground with winter's snow, is an inspiring allegory illustrating the delicate balance between life and death."

"Both children and adults have been deeply touched by this inspiring, thought-provoking treatment of so sensitive a facet of true life."

She has been sending the book to those affected by death at least since 1993. The Club distributes more than 80 copies of the book each year.

"Saying goodbye to one of our Club members might be the hardest thing we do at the Club," Cecilia says, "but it's also the most important."

"Our Club members and their families and friends deserve nothing less." 📖

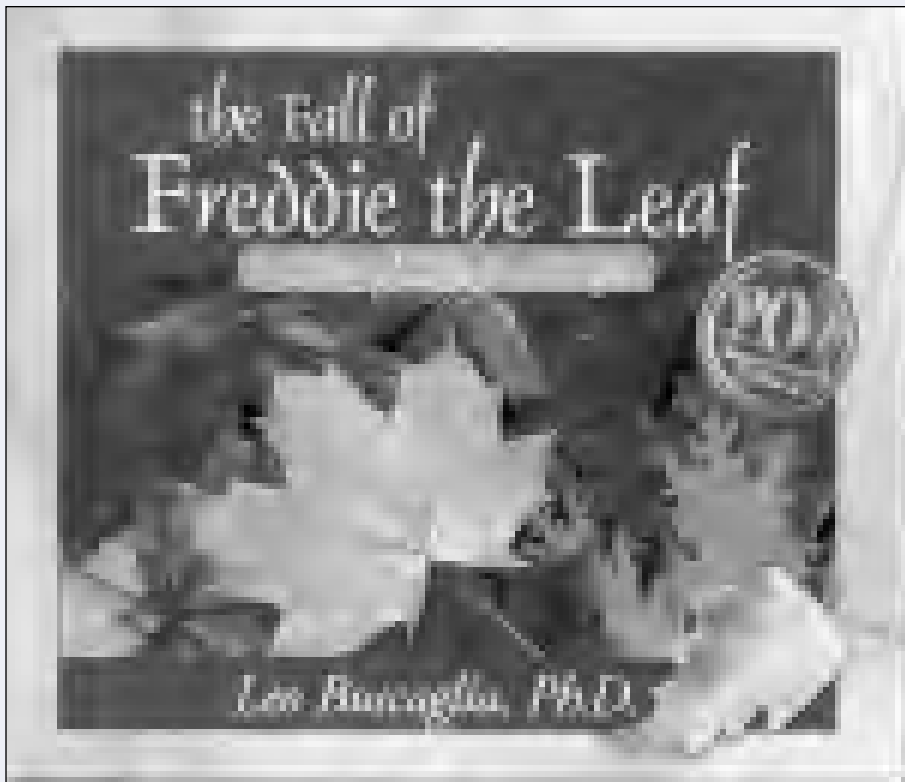
**Here are just a few thank-you's she has received for her generosity:**

"[You have been] very efficient and helpful. I always received a call back, and you sent your sincere condolences on my dear mother's death. I also received a book about *Freddie the Leaf* and the changing seasons, which somehow soothed me."

—Deborah J. Carbone, April 2003

"You made things so easy. There were no delays. You made me very comfortable. I really enjoyed the book you sent me. It was so helpful. I would recommend you to anyone. Thank you again for your kindness. Everyone I came in contact with was just wonderful. Praise to you and your staff."

—Maggie L. Taylor, April 2003



**Leo Buscaglia's *The Fall of Freddie the Leaf*, which the Club distributes to those surviving the death of a loved one.**

## Trick or Treating at L.A. Zoo Makes It Special to Say 'Boo'


City Employees and their families are invited to have some seriously ghoulish fun with ghostly adventures and safe treats at the L.A. Zoo's annual "Boo at the Zoo" event from 10 a.m. to 4 p.m. Saturday and Sunday, Oct. 25 and 26.

There will also be airbrush face-painting, creepy crafts, a "Creepy Creature Encounter" with hissing cockroaches and tarantulas, scarecrow alley, mask-making and free trick-or-treating. Anyone wearing a Halloween costume will receive \$1 off admission. Of course, the Zoo's 1,200 exotic animals will be there to add to the fun. 📖

— Information, (323) 644-6400, or [www.lazoo.org](http://www.lazoo.org)




**You can take your kids trick-or-treating at the L.A. Zoo the weekend before Halloween. The details are listed above.**



**American Red Cross**

*Together, we can save a life*



*Build a kit.*

Wrenches are just one of the many things that go into a disaster supplies kit. By assembling one for your home with the help of a list from your local Red Cross, you're taking an important step in preparing your family for the unexpected. And safer homes mean safer communities. When we come together, we become part of something bigger than us all. To learn more, contact your local American Red Cross chapter or visit [www.redcross.org](http://www.redcross.org)

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