

A Free Monthly Newsletter From Your Friends At Ricky Ratchets Auto Repair



### November Events

November 1st	Daylight Savings Time
November 6th	National Nacho Day
November 7th	Book Lovers Day
November 11th	Remembrance Day
November 13th	Friday the 13th
November 14th	World Diabetes Day
November 17th	World Peace Day
November 27th	Black Friday

### Take The Right Approach To Disciplinary Action

Discipline is a responsibility you can't duck if you're a manager, but it doesn't have to be a hostile confrontation. Here are some keys to handling it effectively:

- ▶ **Timeliness.** Just as rewards have less meaning if they're delayed, discipline will have little force if it doesn't occur immediately after an infraction. Take action right away, while the behavior is fresh in the employee's mind.
- ▶ **Performance.** Keep personal issues out of any disciplinary procedure. Focus on what the individual did, without speculating on why he or she did it and without bringing personalities into the discussion. Use the conversation as an opportunity to make sure the employee understands performance standards.
- ▶ **Fairness.** Although you need to respond promptly to issues requiring disciplinary action, take the time to make sure you understand what happened. A hasty decision that doesn't take everyone's position into account will only increase tension and reduce productivity in your workplace.

### 'Mighty Mice' Research May Help Long-Distance Astronauts

A crew of mice sent to live aboard the International Space Station may help future astronauts survive on long-term space missions, according to CNN. Space explorers who must endure weeks, months, or more of a zero-gravity environment lose muscle mass and bone density, a major problem in mounting a mission to Mars.

Forty female mice were sent up to the ISS, where they lived for 30 days before returning to Earth. On the station, some were treated with an agent that blocked molecular signaling pathways related to myostatin and activin, which influence and regulate bone density and skeletal muscle mass. A control group on Earth were treated similarly.

Both the mice on the station and those on Earth who had been genetically engineered to lack myostatin maintained their muscle and bone mass compared to those who weren't treated. The mice on the station actually doubled their muscle mass, earning them the nickname "mighty mice."

The space mice also proved surprisingly resilient to the pressures of space travel, returning to their normal activity quickly after returning to the ground.



### Do You Have A Question About Car Maintenance That You Want Answered?

We love to hear from all of our good friends and clients who enjoy reading our monthly newsletter. If you have a question about anything related to your vehicle, feel free to reach out to us...

**Call us at  
(519) 455-5351  
Or visit our website at  
[www.rickyratchets.com](http://www.rickyratchets.com)**

<b>0-\$50.00</b>	<b>Take 3% Off Labour</b>		<b>Labour Savings</b>
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## ***Thank You! Thank You! Thank You!***

Special thanks go out to all of our clients and friends who graciously referred our shop to their friends and neighbors last month! Our business is built based on the positive comments and referrals from people just like you. We just couldn't do it without you.

### **Ken Glendenning**

## ***Ancient Wine Press Unearthed In Lebanon***

Who doesn't enjoy a glass of wine from time to time? The ancient Phoenicians apparently did. The Sci-News website reports that well-preserved remains of a 2,700-year-old wine press have been unearthed in the Phoenician site of Tell el-Burak, about six miles south of Sidon in present-day Lebanon.

Tell el-Burak was a small Phoenician settlement dating from the last quarter of the 8th century BCE to the middle of the 4th century BCE, and it was discovered in 2001. The wine press was discovered recently near one of the walls that protected the southwest and southeast side of the city, built into the slope of a hill. The builders used a plaster mixed from lime and fragments of crushed ceramics.

The Phoenicians cultivated grapes on a large scale in the country surrounding the village, and may have traded their wine in addition to using it for religious rituals, Sidon being on sea trade routes to the eastern Mediterranean.

Before this, archeologists had found little evidence of wine production in the region. The discovery offers clues to how these wine pioneers produced the drink.

## ***Mistaken Identity***

Even Queen Elizabeth II sometimes goes unrecognized. A story from the *Hello* magazine website tells of a time when the queen's car drove up to the Royal Windsor Horse Show in 1991. A guard walked up and told her, "Sorry, love, you can't come in without a sticker."

Unfazed, her majesty answered, "I think if you check, I will be allowed to come in."

He did, and she was. The guard admitted later that he'd thought the queen was just "some old dear" who was lost.

## ***Now More Than Ever, Create A Culture Of Safety***

Safety in the workplace isn't just a set of rules and procedures. It's a culture that every manager and employee should buy into. The EHS Today website offers this advice on building a safety culture for your organization:

- ✓ **Engage and empower employees.** Don't just lay down edicts. Listen to employees' suggestions and concerns so they feel like valued members of the team. Empower them to point out and fix problems without having to jump through management hoops.
- ✓ **Measure safety proactively.** Don't just log accidents and injuries after they happen. Take a forward-looking approach. How many employees have completed safety training? How quickly are problem reports resolved? How often do you talk about safety with employees? What kind of feedback do you give them? Answering these questions can help you prevent accidents, not just react to them after the fact.
- ✓ **Make safety an internal issue.** Don't tell employees, "You have to wear this equipment because OSHA says so." That makes it sound like you're only interested in protecting your organization, not your employees. Emphasize the benefits of following safety protocols so employees understand you're sincerely looking out for their health and welfare.
- ✓ **Make signage positive.** Safety messages are ubiquitous in the workplace. Instead of just telling employees what not to do, or even what to do, tell them why. "Wash your hands" is direct but superficial; "Wash your hands to protect your co-workers and your family" sends a more effective message.
- ✓ **Make safety convenient.** Telling employees to wash their hands before going into the break room can mean sending them to the washroom, which takes extra time. Instead, install hand sanitizer stations around your workplace so they can quickly and easily wipe germs away.



## **BATTERY SPECIAL**

**Don't Let The Colder Weather Kill Your Battery! Bring Your Vehicle In For A FREE BATTERY INSPECTION With Any Service So You Won't Be Left Out In The Cold This Winter.**

Expires 11/30/20

Cannot Be Combined Any Other Offers

Must Present Coupon



## ***Congratulations To Our Client Of The Month!***

Every month, we choose a very special client of the month. It's our way of acknowledging our great clients and saying thanks to those that support our business with referrals and repeat business.

This month's Client of the Month is

### **Jeff Johnston & Family**



"You get a call from this number about a busted oven, you're busy. Understand?"

## ***Thank You For The Kind Words***

"I was in the process of getting a 'new-to-me' car but was very disappointed with what the dealership was offering for my trade. Heard Ricky's radio ad the morning that I was to finalize my purchase and gave him a call. After a few minutes and some dialog Rick made an offer for my car. Still well under the resale value of the vehicle but definitely more in line with what I was looking for & after all, he has to make something on it too. Transaction was smooth, quick and professional. - Thank you Rick. I'll definitely be back for service when needed!"

- Brad Efford, Rodney

## ***Try These Strategies For Saving Money***

The coronavirus has had a significant impact on the economy, and on personal finances. The Fox Business website offers some advice for weathering the storm:

- \$ Pay down existing debt.** If you carry a balance on your credit card (as opposed to paying in full every month), making more than the minimum payment can save you money on interest charges in the long run. If you have good credit, look for a credit card with a lower interest rate and move your debt there.
- \$ Refinance student loans.** With interest rates at record lows, it's a good time to look into refinancing your student loans. Talk to your lender to find out what options are available.
- \$ Build up your savings.** This can be difficult when times are tough and money is tight, but emergencies can strike without warning. Set up an automatic payroll deduction plan so part of your paycheck goes directly into a special account. Try to save a little money from every payday to deposit into your bank.

## ***Do You Want To Win A Free \$25.00 Tim Card?***

The first 10 people to call with the correct answer will be eligible to win. At the end of the month we'll draw one lucky name. That winner will receive a FREE \$25.00 Tim Card from us! Here is this month's question... How many female mice were sent to the International Space Station?

*(Hint: the answer is somewhere in this newsletter)*

- a) Thirty
- b) Twenty
- c) Fifty
- d) Forty

***Call right now with your answer!***

Last month's trivia challenge was, Who wrote The Catcher in the Rye?

*Answer: A) J.D. Sallinger*

**Congratulations to last month's winner...**

**Brent Moorcroft**

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## **Jake's Jokes:**

Q: What happened when the pig pen broke? A: The pigs had to use pencils!

Q: What kind of ball doesn't bounce? A: A snowball!

Q: What do you get when dinosaurs crash their cars? A: Tyrannosaurus wreck!

Q: What did the burrito say to the taco? A: Where you bean?

Q: Why shouldn't you wear a cardboard belt? A: It's a waist of paper!

# Winterization Inspection



**\$129.95**

Value of over \$250.00

- Premium Lube Oil & Filter Change (up to 5L of oil)  
*Synthetic oil upgrade available at additional cost if requested*
- Lubricate Chassis, Door Hinges, Locks & Latches
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- Check Thermostat / verify thermostat opening temperature
- Check coolant age & strength
- Check radiator cap
- Visual inspection of spark plugs & gap measurement
- Inspect spark plug wires, ignition coil(s), cap & rotor
- Inspect battery connections
- Battery load test
- Verify fuel pressure
- Confirm dash control of hot/cool air & defrost operation
- Pressure Check Cooling System
- Check Fan Clutch
- Check Radiator Fins
- Complete Brake Inspection (brake pads/shoes, rotors/drum, brake lines, pedal position)
- Tire tread inspection & estimated lifespan
- Tire pressures checked and regulated
- Check front end steering components (tie rods, ball joints, wheel bearings, steering rack, struts, coil springs, control arm bushings)
- Fluid Check
- Complete road-test check (ignition start issues, power steering control, car tracking, brake pressure analysis, etc.)
- Full tire rotation (if required)
- Examination of Alternator Drive Belt
- Air Filter checked for fuel economy
- Check lines for leaks, corrosion & wear
- Windshield wipers and sprayers checked, washer fluid topped up if required
- Check all headlights, turn signals, parking lights, running lights
- Vehicle consultation and written report of any concerns

