

SCAA

March 2009

Vol. 36 No. 7

Seattle Claims Adjusters Association

Celebrating over 75 years of service to the claims community — Founded in 1930

“A professional organization dedicated to the ongoing education of the claims community.

Providing an arena for member interaction and the sharing of resources.”



James' Headlines

— by James K. Gomez, SCAA President

We are now well into the new year...March, 2009. As everyone is aware there will not be a March meeting. Our next SCAA meeting will be on April 17, 2009 at the Swedish Club. Please be sure to RSVP at our web site, www.seattleadjuster.org. The theme of the next meeting will be Vendor Appreciation.

A special thanks to our February guest speaker Jill Gallagher of American K9 Detection Services Mold Detection Dogs. Jill brought her specially trained dog, Onna, a small-framed,

German shepherd that originates from Slovakia. Onna was able to perform and is trained to detect the smell of mold. A small sample of mold was hidden among our attendees. Jill and Onna combed our meeting room in search of the smell of mold. And of course, Onna was able to find the location where the mold vile was hidden (in the bag of an attendee).

As a reminder, jointly both TCAA and SCAA will be attending the March PLRB/LIRB conference and hosting a booth. The booth will be attended by officers, volunteers and committee members. The dates of the conference are March 22-25.



In Memory of Tom Bishop

See Memorial on page 3

(See Headlines... continued on page 3)

Next Meeting of the SCAA

April 17, 2009

The Swedish Club, 1920 Dexter Ave North, Seattle, WA

Program

Election of Officers

Vendor Appreciation Day!

Cost

\$15 Members \$20 Non-Members

Time

11:30 a.m.

It is important for you to RSVP if you are going to attend our luncheon meetings. Do so through our website or contact James Gomez at jgomez@frontieradjusters.com. Thank you!



DON'T FORGET TO RSVP!

Please let us know you will be attending our next meeting by submitting an RSVP at our website: www.seattleadjuster.org



OFFICERS

James Gomez President
Frontier Adjusters Office: 425/391-4951
 Email: jgomez@frontieradjusters.com

Dean West Vice President
West Adjusters Office: 425/522-4625
 Email: deanwest@westadjusters.com

Walt Pinkerton Secretary/Editor
Western Nat'l Assurance Office: 206/838-4041
 Email: walter.pinkerton@wnins.com

Jim Peterson Treasurer
Grange Insurance Office: 800/826-3197 x2448
 Email: jim.peterson@grange.com

Gail Tuomi Immediate Past President
Grange Insurance Office: 206/448-4911 x2400
 Email: gail.tuomi@grange.com

Department Heads

Jim Peterson Membership Liaison
Grange Insurance Office: 800/826-3197 x2448
 Email: jim.peterson@grange.com

Barb Tyler Membership List
Alquemie Publishing Publisher/Advertising
 Website Coordinator
 Office: 541/937-2611
 Fax: 541/937-4286
 Email: npassist@msn.com

Timothy Reid Case Review
Attorney at Law Office: 425/313-9414

Roger Howson Education Chair
Claims Dispute Resolution Office: 206/676-3851
 Email: rogerhowson@claimsdispute.com

Carol Seepersad-Green Holiday Event Chair
Liberty Mutual Office: 253/874-9876
 Email: carol.seepersadgreen@libertymutual.com

Lizzy Adkins Golf Tournament Chair
Country Insurance Office: 253/476-2175
 Email: lizzy.adkins@countryfinancial.com

Bob Jeans Tennis Tournament Chair
JMW Settlements Inc. Office: 425/396-4344
 Email: bob.jeans@jmwsettlements.com

Travis Simpson Bowling Tournament Chair
CRDN Office: 206/919-2395
 Email: travis.simpson@crdn.com

Lizzy Adkins Job Finder
Country Insurance Office: 253/476-2175

Walt Pinkerton Website Liaison
Western Nat'l Assurance Office: 206/838-4041
 Email: walter.pinkerton@wnins.com

ON THE DOCKET FOR 2009

Date	Speaker/Topic
March	Attention! NO meeting this month! Attend the PLRB/LIRB Conference instead
April 17	SCAA Meeting & Elections Vendor Appreciation Day
May 15	SCAA Meeting — Past President's Luncheon

Meeting Information

Please keep in mind that we'd like to start and end promptly during our monthly meetings. Here is the timeline for each meeting:

11:30 a.m. Registration
 11:45 a.m. Buffet
 12:00 p.m. Meeting Called to Order
 1:00 p.m. End of Meeting

Please arrive on time and have your cash or check (payable to SCAA) ready. We appreciate your cooperation and assistance.




Tailored services for nonprofit organizations
"The next best thing to a volunteer!"

BUSINESS EMPOWERMENT NETWORK

Barb Tyler
 (541) 937-2611
 Fax: (541) 937-4286
 npassist@msn.com

PO Box 87, Dexter, Oregon 97431
 WWW.ALQUEMIEPUBLISHING.COM

Newsletter Publishing • Executive Assistance • Event Planning
 Website Development & Maintenance ...and more!



**Advertising Opportunities
Always Available!**
 For rates and sizes contact
Barb Tyler / Alquemie Publishing
 541/937-2611 or npassist@msn.com

The Seattle Adjuster

*Published monthly September—June for the
 Seattle Claims Adjusters Association
 By **Alquemie Publishing Ink**
 541/937-2611 Fax: 541/937-4286
 Email: npassist@msn.com*

Headlines... *(Continued from front page)*

The web site for additional information and registration for classes is www.claimsconf.org. If you have any questions please contact one of our officers.

For our February \$25 gift drawings, we had two winners. The Adjuster Drawing went to **Lisa Anne Glenn** with *Grange Insurance Company*; the Vendor Drawing went to **Julie Bouleard**. Congratulations are in order for all the winners! Remember to participate in the drawing, please place your business card in the appropriate bowl labeled either for vendors or adjusters. We had a Blue Bucket roll-over, since the adjuster must be present to win.

Those who attended the February Meeting and followed over to Tukwila, to attend the Bowling Tournament, were in for a huge treat. **Travis Simpson** with CRDN did a fantastic job organizing and planning the SCAA Annual Bowling Tournament. Thank you Travis! The new venue at the Acme Bowling Alley, located in Southcenter, was a central location for adjusters and vendors to come together and enjoy an outing of bowling, food and drinks. Congratulations to the bowling teams and the winners.

Further down the road and at the end of the 2008-2009 season, the last two SCAA functions are the "SCAA President's Cup" Tennis outing on Saturday, June 6, and the SCAA Golf Tournament on Friday, June 19, 2009. Again, please sign up early, since space is limited for the tennis tournament and please visit our websites for further details on the golf tournament. Remember, you must be a paid member and/or a paid advertiser to participate.

As we approach the end of the 2008-2009 Season, it's that time of year when the SCAA Officers begin reviewing candidates for the 2009-10 Treasurer position. If you are an adjuster and would like to volunteer or throw your name into the hat for the upcoming elections, please contact myself or another SCAA Officer. Also, if you know someone who is an adjuster that you would like to recommend for the position, please let an SCAA Officer know as well. The elections will be held at the April Meeting.

Please remember to RSVP and preferably a few days prior to the day of the meeting. Registering

early helps with our planning and the proper head count for the Swedish Club and the caterers.

Thanks again for coming to our meetings and please remember to invite adjusters that you work with or are associated with! And don't forget when you're at the PLRB/LIRB Conference to stop by our booth and say hello!

See everyone at our next meeting, April 17! ❖

*You expect Santa Claus
to live forever...*



Tom Bishop as Santa with
SCAA Holiday Revelers December '07

After more than forty years of dedicated service, Tom Bishop's huge and happy presence within the Greater Puget Sound Insurance Claims Community will be sadly missed. Tom passed away March 8 at his home in Kirkland, WA.

Tom mastered his craft as an insurance claims professional as an adjuster and claims manager at Unigard

(See Tribute to Tom Bishop... continued on page 4)

Tribute to Tom Bishop... *(Continued from page 3)*

Insurance from 1965 until 1974. He then combined his claims expertise and business education to successfully own and operate Northwest Housecleaners, a well regarded cleaning, contents restoration, and loss recovery business, from 1974 to his retirement in 2007. Unwilling to abandon his many claims cohorts, Tom "retired" to helping CDR Claims Dispute Resolution mediate disagreements between insurers, insureds, and service providers.

This brief recap of Tom Bishop's career does little justice to our own TCAA and SCAA Santa Claus, but Tom's family has crafted a loving portrait that deserves to be published here unedited and unaltered because it so vividly evokes the Tom Bishop that we all know, love, and remember.

~~~~~

Thomas Robert "Tom" Bishop, 65, died March 8, 2009 at his home in Kirkland, WA. Tom was born in friendly south Tacoma on July 8, 1943 to Lawrence and Francis Bishop. He graduated from Bellarmine High School in 1961, where he was active in student council and excelled as a three year letterman in football. He earned his bachelors degree from the University of Puget Sound in business management, where he continued his talent for the game of football as a center for the Loggers. Tom used his business knowledge to successfully own

and operate a local loss recovery business from 1974 to his retirement in 2007. He continued his football career to the semi-pro level, where he played for many seasons for the Seattle Cavaliers. In his later years, he developed a great passion for baseball umpiring and was active in the Northwest Baseball Umpire Association and Eastside Umpires Association. Tom was known for his love of Husky football and could often be found sporting the University of Washington purple and gold. He was recognized for his witty sense of humor and larger than life story telling. Tom is survived by his wife, Sharon of 35 years, his daughters Lisa and Laurie and son in law Jonathan, all of Kirkland. Tom will be remembered as a loving husband, devoted father and loyal brother, son and friend. A memorial service was held on Friday, March 13 at the Clise Mansion at Marymoor Park. His family requests that in lieu of flowers, please visit the Peter Kirk baseball park in downtown Kirkland this spring and purchase one of their famous PK burgers, where all proceeds go to the Kirkland Baseball Commission.

Cards may be sent to Tom's wife Sharon; mail to 13840 119th NE, Kirkland, WA 98034.

## SCAA Members Pay Tribute

I knew Tom early on when he was an adjuster in Bellingham (I believe then NW Mutual later Unigard). Tom was seemingly always at the top of his game, both as an adjuster and then later as a claims service with his

## Membership Application for 2008-2009



### SCAA Annual Membership Application

Membership Dues for the year September 1, 2008 to August 31, 2009

**DUES ARE NOT PRO-RATED**

Please print neatly, one application per person

Applicant \_\_\_\_\_ Company \_\_\_\_\_

Mailing Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip+4 (Required) \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

Check the appropriate boxes:  Renewal, year first joined \_\_\_\_\_  Change of Address  New

Active Member — Adjusters & Claims Persons **\$25 Due**  Life Member — Past President or Retired **No Money Due**

Associate Member — Member of Defense Bar or Former Claims Person **\$25 Due**  Corporate Sponsor — Legal Firms **\$125 Due**

Send payment and completed application to: **The Seattle Claims Adjusters Association**  
Barb Tyler—Alquemie Publishing  
PO Box 87  
Dexter, OR 97431

If you have any questions on type of membership or membership status, contact Barb Tyler at 541/937-2611, or by email: npassist@msn.com

Northwest Housecleaning. Although, I never knew Tom well, I always enjoyed visiting with him and talking about the history of the claims business. He was a great help in a cleanup of a family home in Ballard that needed some inside TLC that his crew did a great transformation. He seemed to love his annual Santa job for the SCAA. He will be sorely missed by all.

— Larry Garlinghouse

I had sat by Tom last month at the SCAA Luncheon and he told me he was having treatment; I had heard that his cancer had come back. I knew Sharon before she and Tom were married; we worked together at Unigard. I am so glad I went to the Holiday Party and got my last picture with Santa. What a guy! Did you ever hear of anyone that just did not adore him? Tom has a brother, Bill, who lives in Pittsburg; he was in the insurance industry also. They played semi-pro football in the early years, then Tom umpired and loved it.

— Sharon Setzler

Tom and Sharon had two daughters, Lori and Lisa. Both are grown and one is married. Lori has been living with them recently, so that is good that Sharon has one of her daughters at home with her. Tom had been struggling with some health issues, but was in treatment. He always was so positive and so very funny. He would call me just to tell me Catholic jokes because he knew he could be politically incorrect and I would not get upset and I'd still laugh at his jokes. I have known Tom since 1969 when I started to work at Unigard Ins. in the Burien office. He was working either downtown Seattle or in one of the north end offices. We ended up working in the Bellevue complex during the mid to late 70's and that is when he was the supervisor of the claims staff there which included Sharon Setzler, Jane Genco, Dick Maydahl, Chuck Rice, John Madison and Bob Curtright and myself. He also worked in the Unigard Bellingham office for a while. He worked at Unigard until he purchased Northwest House Cleaning from Dwight Stevens. He ran a great business until he decided to close it a few years back. That is when he spent more time umpiring little league and high school baseball and worked part time as a Public Adjuster. When I coached girls fast pitch Little League, he would come and umpire games for my team and I would pay him with a case of Miller Lite, his favorite beer at the time. We always had a good time and joked around about that a lot. He and I always talked about having a Unigard reunion and that we needed to do so and not just get together at funerals like we did at Bob Haggerty's funeral. I always agreed with him, but it never happened. Tom, Bob Jeans and I had been discussing the up and coming Tennis Tournament for the SCAA and Tom and I were planning on getting together to practice just for fun. I will miss him so very much. He was such a great friend and such a good man. I am so very sad for Sharon, Lori and Lisa. 🍀

— Mary Jo Lovell

2009  
PLAN TO ATTEND  
PLRB/LIRB Claims Conference

SEATTLE, WASHINGTON  
March 22 - 25, 2009  
Washington State Convention & Trade Center

The Tacoma and Seattle Claims Adjusters Association have put their annual Spring Seminar and Vendor Trade Fair on hold this year and are encouraging everyone to take advantage of the following great opportunity:

Register Today for the 2009 PLRB/LIRB Claims Conference. The 2009 PLRB/LIRB Claims Conference may very well be the career boost you've been looking for! With more than 100 educational classes covering critical claims issues and challenges, and over 300 different service providers at the Insurance Services Expo, PLRB "delivers the goods" to improve job performance and claim outcomes. All Conference events will be held under one roof at the Washington State Convention and Trade Center.

Join us in Seattle at the PLRB/LIRB Claims Conference, the premier property and casualty insurance educational event.

- Gather information on industry issues and critical claims strategies
- Gain real-life insights from experienced claims industry leaders
- Network with colleagues and service providers from across the nation

Visit the Claims Conference Website at  
[www.claimsconf.org](http://www.claimsconf.org)

Support  
SCAA

**Advertising  
Opportunities  
Always Available!**

For rates and sizes contact  
**Barb Tyler / Alquemie Publishing**  
541/937-2611 or [npassist@msn.com](mailto:npassist@msn.com)



Join the Oregon Casualty Adjusters Association as we conduct a personal injury trial!

**You are the jury** in this entertaining and interactive program that takes a "soft tissue claim" scenario and watches it unfold in the courtroom. Attendees will watch the case from opening statements to direct and cross

examination of key witnesses and then to closing arguments, then

## YOU BE THE JUDGE

This session will help prepare you to better understand how to handle the claim if it should ever reach its day in court, and give you practical insight into what to expect. Don't miss this serious, yet entertaining Keynote session!

**OCAA SYMPOSIUM APRIL 23, 2009  
HOLIDAY INN ~ WILSONVILLE, OREGON**

Visit the OCAA website for more info:  
[www.oregoncasualtyadjusters.org](http://www.oregoncasualtyadjusters.org)

## The Subluxated Adjuster

by Keo Capestany

## My Encounter with Violeta

We talk about Madoff and other wealthy malefactors as if they were from a different planet when in fact a lot of us could be members of that class. It is maybe only a matter of size and opportunity.

My interests in Ethics sprung from my work in claims; if my superiors had found about my abiding interest in that subject they would have perhaps advised me a change of careers since in our business there is little room for moral philosophy.

I recently read an article by a photographer who went into the Colombian jungle to document graphically aspects of the drug business. There he met this woman; fell in love with her and later in their relationship found out that she was a serious killer for hire ready to wipe out a stranger for a couple of hundred bucks.

Once she told him about her first assignment, killing a man despite his pleas and crying. When she appeared to hesitate, other assassins present told her to go ahead and execute the poor man because if she did not they would do it anyhow. She pulled the trigger; she crossed the line and from that point on it became easier and easier. Many lines should never be crossed because they are the frontier between never and forever.

Probably when Madoff crossed his it was grey and thin like it is for many people: a wallet on a sidewalk, a car accident. If many do not become Madoffs is because of lack of opportunity but they are virgins no more. For Ethics a fake whiplash is wrong just as defrauding investors is; the difference between Madoff and building up specials is only a matter of magnitude.

Many years handling liability claims have the potential of clouding up our view of human nature while forgetting that if the insurance system function is because the majority of people are honest. We tend to remember the bad ones. Of the many good people I came across in my claims career I remember best a street walker I call Violeta because

## All Day CE Seminar

Hosted by

Tacoma Pierce County Insurance  
Professionals (TPCIP)



**April 15, 2009**

8-5pm

La Quinta Inn & Suites  
1425 E 27th St, Tacoma, WA

### Ethics—Making a Difference

with Linda Doherty, CPIW, DAE — 3 hrs

### How to Avoid E&O Claims

with Linda Doherty, CPIW, DAE — 2 hrs

### Claims Process for Consumers

with Detta Hanson, AIC, CPIW — 1 hr

### Risk Management

with Detta Hanson, AIC, CPIW — 1 hr

### Compliance & You

with Sherry Donovan, CPIW — 1 hr

For more info and to register contact  
Rebecca Donovan  
800/366-5551 x3147  
[rdonovan@mutualofenumclaw.com](mailto:rdonovan@mutualofenumclaw.com)

of the protagonist of La Traviata who was an honorable courtesan. My Violeta had foot surgery which had to be redone after considerable pain and expense. Our insured admitted liability; it was just a matter of how much.

When I met with her to discuss settlement I, per instructions, offered her specials plus an indemnity. She looked at me and said, *Mister, you clearly do not understand English; I have already told you all I want are my expenses!* No doubt she had told me but my ears were plugged with years of “experience” telling me that many claimants are not honest and that prostitutes were likely to be the worst of all; a pretty dumb assumption as most assumptions are. ❖

#### Case Study



### In Deciding Motions to Compel Arbitration, WA Courts Must Leave Determinations of Merit and Procedure to the Arbitrator

By Jeffrey D. Eberhard

**Claims Pointer:** When ruling on a motion to compel, Washington courts may only determine whether the parties agreed to arbitrate the submitted claim. All other determinations, such as the merits of the claim or procedural matters, are to be left to the arbitrator. Any ambiguity as to whether an arbitration provision applies to a particular claim should be resolved in favor of finding that the arbitration provision applies.

Arbitration has increased in popularity over the years as more states, including Washington, have recognized it as a preferred method of dispute resolution. The favorability of arbitration over a trial is due in part to the fact that arbitration tends to be quicker and less expensive than an actual trial. However, transferring a case from under a court’s authority to that of an arbitrator raises the sometimes complex question of which decisions should be made by the judge and which should be left to the arbitrator. The Washington Court of Appeals clarified the line between judicial authority and arbitrator authority in the case of Heights at Issaquah Ridge Owners Assn. vs. Burton Landscape.

Real Estate Developer Derus Wakefield I, LLC (Derus) entered into a contract with Sacotte Con-

struction, Inc. (Sacotte). The contract provided that Sacotte would construct a condominium project to be known as “Trillium Heights at Issaquah Ridge.” At the completion of the project, Derus sold the condominiums to individual owners who went on to form a homeowners association (HOA). The homeowners soon discovered that the condominium project had substantial construction defects. Consequently, the HOA brought a suit against Derus for the defects and Derus responded by bringing Sacotte into the action. The three parties (HOA, Derus, and Sacotte) entered into a settlement agreement that, among other things, assigned to the HOA any claims Sacotte had against the subcontractors.

Following the settlement agreement, the HOA sought to arbitrate Sacotte’s claims against the subcontractors. All but four of the subcontractors agreed to arbitrate. The HOA brought an action against those four subcontractors to compel them to arbitrate. The trial court ruled that a “procedural

(See Case Study... continued on page 8)

### Employment Opportunities

As of 3/2/09

#### Senior Claims Adjuster Position Open in Poughkeepsie, NY

Perform claims investigation, evaluation, settlement, and closure within designated authority levels, administer file documentation functions, and provide analytical and technical support. Apply claims expertise requiring in-depth working knowledge of P&C insurance contracts, coverage, limitations, Fair Claims Practices and statutory obligations. Interface with Policyholders, Customers and Agents and portray a positive image of the Company. Collaborate on Field and Home Office projects involving the assigned area(s) of responsibility. Advise Underwriting in the risk management process and convey risk "intelligence" gathered by field investigations. Qualifications include 7-10+ years claims adjusting, underwriting, and/or relevant transferable business experience in the property and casualty insurance industry; Bachelor's or Associates' degree in Business Administration (or equivalent experience). To apply contact Amy Simpson, The James Allen Companies, Inc. 573/334-3688 x303 or amy@jallenco.com.

#### Litigation Analyst Reserve Caseload Examiner — Mutual of Enumclaw, Home Office Enumclaw, WA

Perform a variety of highly complex technical consulting, advisory and administrative tasks/services for Property and Casualty Claims caseload management. Provide litigation and reserve caseload examining expertise to Adjusting staff members. Provide specialized Property and/or Liability expertise for unique exposure, high severity and high dollar amount claims. Manage claims with accurate contract interpretation and existing insurance laws and regulations. Provide performance feedback to Field Claims Manager for Adjusters by ascertaining whether Company procedures and sound claim handling techniques are practiced. Experience: 9+ years extensive and specialized Claims examining/litigation analysis, adjusting, underwriting and/or related insurance experience in the P&C insurance industry. BA required (or equivalent experience). In-depth knowledge of claims handling, statutory requirements, Claims Adjusting theory and principles and mastery of insurance terminology. To apply please submit your resume with position title in subject line to moeresumes@mutualofenumclaw.com or fax to 866/570-3292.

## Case Study... *(Continued from page 7)*

pre-requisite” in the contract’s arbitration clause had not been met and for that reason, dismissed the HOA’s motion to compel. The HOA appealed that decision.

When determining whether an arbitration provision applies to a claim, the court’s sole duty is to determine whether the parties agreed to arbitrate the submitted claim. All other determinations, such as the merits of the claim or procedural matters, are to be left to the arbitrator. Here, the trial court admittedly dismissed the HOA’s motion to compel arbitration on procedural grounds. As that decision should have been left to the arbitrator, dismissal of the HOA’s claim was improper.

The court also made clear that Washington courts apply a “strong presumption” in favor of arbitration. To that end, courts are to resolve any doubts in favor of compelling arbitration. Additionally, any issues on which the parties disagree should be presumed to be within the arbitration provision, unless it clearly falls outside. ❖

— Full Case Available at: [www.courts.wa.gov/opinions/index.cfm?fa=opinions.showOpinion&filename=616048MAJ](http://www.courts.wa.gov/opinions/index.cfm?fa=opinions.showOpinion&filename=616048MAJ)

— *If you would like to be notified of these new cases, please send an email to [caseupdate@smithfreed.com](mailto:caseupdate@smithfreed.com).*

This article is intended to inform our clients and others about legal matters of current interest. It is not intended as legal advice. Readers should not act upon the information contained in this article without seeking professional counsel.



**Tacoma Claims Adjusters**  
— Upcoming Meeting —

**April 10, 2009**

11:30 am - 2:00 pm

LaQuinta Inn

1425 East 27th Street, Tacoma, WA

For more information visit:

[www.tacomaadjusters.org](http://www.tacomaadjusters.org)

## *In Memory of...* John C. (Jay) Kossen

John (Jay) C. KOSSEN John was born on November 17, 1931 in Grand Rapids, Michigan, to Neil and Wilhelmina "Ruth" Van Overloop Kossen, and passed away on March 5, 2009 after a long illness. John graduated from Kelloggsville High School and served in the U.S. Coast Guard before attending Calvin College and Davenport University in Grand Rapids. On June 17, 1955, John married Helen Rose Hoitenga. They were blessed with four daughters who made him the world's most adored dad. John was a true family man and reveled in his roles of husband, father, and later as grandpa to his eleven grandchildren. John enjoyed a long and successful career in the insurance industry, mostly with GAB Business Services, where he rose to the level of Senior Vice President. His employment took him to several areas of the country before he moved to Seattle in 1976. During his retirement, John volunteered for several organizations, including Hospice. Before his health failed, John and Rose loved spending several months each year in the southern California desert in their RV. They made many close, lasting friendships during their RV travels and enjoyed happy times soaking up the sun with their friends from around the country. John also spent many satisfying hours tending gardens and creating a beautiful yard and home. John loved people and enjoyed getting to know everyone. A stranger was just someone whom he hadn't yet met. John always looked out for his neighbors, who in 2005 nominated him for Lake Forest Park's "Good Neighbor Award: For Exceptional Contributions That Make a Difference in Our Community", which was presented to him at City Hall on October 26, 2006. He was a long-time member of the Christian Reformed Church, where he served as an Elder, and later was a faithful member of University Presbyterian Church in Seattle. John's outgoing personality made it natural for him to serve as a greeter and usher at these churches. He also served as a board member for Shoreline Christian School. John is survived by Rose, his beloved wife of 53 years; daughters Stephanie (Hank) Koster, Heidi (Bryan) Krannitz, and Lisa (Jeff) Roberts, all of the Seattle area, and Carrie (Greg) Wolters of Vincennes, Indiana; his mother Ruth Kossen and sister Phylis Barr, both of Grand Rapids, Michigan; sister Lynn (Jim) Stewart of Lansing, Michigan; and eleven grandchildren. Memorials may be made to Providence Hospice of Seattle or University Presbyterian Church (for Congregational Care). ☽