

Boston Sunday Globe

FEBRUARY 7, 2021

Warren's new reach inside the Oval Office

Onetime rival's influence on the rise as allies take posts in administration

By Jess Bidgood
GLOBE STAFF

WASHINGTON — Senator Elizabeth Warren once bragged about being a "thorn" in the Obama administration's side, a populist outsider who sparred with its key economic officials and sometimes broke publicly with the president.

When it comes to the Biden administration, she may be more of a voice in an ear.

President Biden, who ran as a moderate, is staffing his administration with numerous Warren-aligned figures who are delighting the left — a group of hires that includes at least four of her former campaign or Senate staffers and some key proteges and allies. Even though Warren herself was passed over for high-profile roles like vice president or Treasury secretary, the appointments are one sign that some of her policy goals could come to fruition during her erstwhile rival's presidency, and that, more broadly, her views will have ongoing influence.

"I always said I would throw a parade if people adopted my plans," Warren said in an interview.

WARREN, Page A10

Chief's doubt, resolve on racial justice

Black officer presses for change in police culture

By Dugan Arnett
GLOBE STAFF

HARVARD — It hit the police chief at some point last summer, amid the daily reports of nationwide protests sparked by the death of another Black man at the hands of law enforcement.

"Have I wasted 30 years of my life doing this?"

For much of his career, Ed Denmark, the 53-year-old head of the Police Department in this quiet Central Massachusetts town, had felt like things were trending in the right direction.

Where once he was hesitant to speak his mind, he had matured into an outspoken proponent of police reform. And as one of only a handful of Black police chiefs in Massachusetts, he had been looking for ways to help shape the future

POLICE CHIEF, Page A13

Catch my drift?

Sunday: Getting snowy. High: 31-36. Low: 18-23.

Monday: Sunny and cold. High: 27-32. Low: 15-20.

Sunrise: 6:51 Sunset: 5:06

Complete report, B14.

Deaths, A16-28.

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Valentine's Day is on the way,

and we have some ideas about movies to watch and music to listen to.

SundayArts, N1.

Women have made advances in all facets of the NFL,

something that will be readily apparent throughout the Super Bowl.

Sports, C1.

Long road to reuniting families

With children scattered, undoing Trump's separation of migrants is an epic challenge

By Jazmine Ulloa
GLOBE STAFF

WASHINGTON — Angelica Gonzalez-Garcia answered the call from an unknown number with suspicion.

She was scared and alone in a small apartment in Framingham, desperate to find her 7-year-old daughter after they had been separated a month earlier without any explanation at an Arizona detention center. At the time, in mid-2018, the public was only becoming aware of what immigration lawyers along the US-Mexico border had long suspected: The US government was

splitting migrant families apart not by incompetence or chance but as a matter of policy, a form of deterrence, as then Attorney General Jeff Sessions described it, to discourage others from coming north.

While Gonzalez-Garcia was shuffled from immigration facility to immigration facility, her daughter managed to call her grandmother in Guatemala from a shelter in Texas. The mother tried to connect with the girl by phone, and was able to reach an acquaintance willing to house them in Massachusetts.

SEPARATION, Page A12



JESSICA RINALDI/GLOBE STAFF

Angelica Gonzalez-Garcia (left) and her daughter, now 10, were separated for about two months after they arrived here.



DAVID L. RYAN/GLOBE STAFF

Amy Sondrup, president of Access TCA, passed empty offices of employees who had to be furloughed when the coronavirus caused the trade show business her company relies on to dry up. In all, 125 of her 175 employees would be let go.

A close-knit business, tested and frayed by the pandemic

Her father built the company, but the tough decisions are hers alone

By Katie Johnston
GLOBE STAFF

WHITINSVILLE — Amy Yag Sondrup's stomach was in knots. She had spent a week going over org charts, circling the names of employees she could afford to keep. For three terrible months since COVID-19 blossomed into a global crisis early last year, she had held on while her business was being decimated. Now, in May, she had an agonizing task ahead of her.

The pandemic's damage to businesses

large and small was overwhelming and everywhere, but this was personal. It was her company, the one she had devoted her life to, the one her father had founded and built and then passed on to her.

The 175 people who worked for her — sales executives, carpenters, designers, accountants — were family. Some she had known all her life — or, as those people sometimes said when they saw her, lowering a hand toward the floor, since she was "this big." Their labor had given her a privileged

life. She felt a duty to support them.

But her company, Access TCA, sat directly in the pandemic's destructive path. It catered to a niche in the marketing world — designing and building elaborate, interactive exhibits that biotech and pharmaceutical companies use at trade shows. It was a thriving industry, until the virus transformed large indoor gatherings into potentially deadly superspreader events. Almost overnight, Access's livelihood evaporated.

COMPANY, Page A6



ASSOCIATED PRESS/FILE
Tom Brady is set to play in his 10th Super Bowl.

Brady relentless in pursuit of perfection

TB12 has nothing to prove. Tell him that.

By Ben Volin
GLOBE STAFF

TAMPA — Tom Brady's first game as a Tampa Bay Buccaneer was a flop. It was an impossible situation, of course — his first game with a new

team and a new cast of teammates, without the benefit of an offseason program, preseason games, or a traditional training camp.

But it was a flop nonetheless, a 34-23 loss to the Saints that wasn't really that close. Brady threw two interceptions that day, including a pick-6.

"We played really, really bad," Clyde Christensen, the Buccaneers' quarter-

backs coach, said by telephone this past week. "And he gets on the bus, and the first thing he says to me is, 'I know exactly what we've got to do.'"

What they had to do wouldn't be easy. It took Brady and the Buccaneers about 12 games to start clicking on offense. Even then, Christensen thinks Brady still needs "another four to six

BRADY, Page C10

SundayTravel

FLORIDA

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WITH: NEW ENGLAND DESTINATIONS

BOSTON SUNDAY GLOBE FEBRUARY 7, 2021 | BOSTONGLOBE.COM/TRAVEL



JETBLUE

CHRISTOPHER MUTHER

JETBLUE IS INTRODUCING ALL PRIVATE SEATS IN BUSINESS CLASS FOR FORTHCOMING BOSTON FLIGHTS TO LONDON



There is good news and potentially bad news about JetBlue's pandemic-delayed trans-Atlantic service from Boston to London.

First the good news: When the Boston-to-London route debuts later this year, JetBlue's popular Mint class, the airline's version of business class, is expanding and getting an extensive makeover. Since its debut in 2014, Mint has consisted of 16 seats at the front of the plane. Four of those seats are referred to as suites. Those coveted suites are individual seats with a low door. Naturally these solo seats always get booked first.

The remainder of the front cabin has two side-by-side seats that are ideal for people traveling together. Otherwise you're sitting next to a stranger. That means asking to scoot by to use the lavatory if you're in the window seat.

Mint class, the airline's version of business class, is expanding and getting an extensive makeover

On the new Boston-to-London route, the Mint section grows to 24 seats, and all of them are single-seat suites with lie-flat seats and sliding doors (two larger seats are called studios). To answer the question before you ask, JetBlue executives said it's too early for pricing. They also have yet to release designs for the main cabin of the new A321LR narrow body aircrafts they'll be flying.

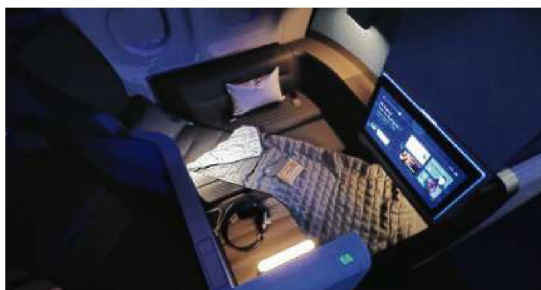
"When you think about the Mint suites that are currently flying, those literally sell out in minutes," said

Joanna Geraghty, president and chief operating officer of the airline. "Clearly people are looking for more privacy, or they enjoy having room to spread out."

Before dispensing more posh details about the airline's business class upgrade, it's time to get the potentially bad news out of the way. According to Geraghty, when JetBlue launches trans-Atlantic service later this year, it will either debut out of New York or Boston, but not both. That's different from the original plan, which was to launch service out of both cities simultaneously this year. She said the final decision will be announced soon.

"We're getting three aircraft this year, which means we'll launch one city out of the United States," she said. "We have not decided whether that's Boston or JFK. If it comes to Boston this year, it will be JFK next year, and if it comes to JFK this year, it will be Boston next year."

Both airports are major hubs for the airline. The addition of service to London was announced two years ago with a promise of lower prices to undercut competitors such as British Airways and American Airlines.



TOP: Each Mint suite offers a sliding door for privacy, a seat that lies flat for sleeping, and a 17-inch TV. **ABOVE:** The Mint studio has seating for a guest and a 22-inch TV.

JETBLUE, Page N14

The Concierge

TIPS FOR TOURING HERE AND ABROAD



THE VIP LOUNGE | LISI HARRISON

Best-selling author checks out on vacation, loves Mexico and margaritas, and hopes to get to Ireland

Best-selling author Lisi Harrison, whose "The Clique" series has sold in excess of 8 million copies and been translated into more than 21 languages, is heading back to middle school with her newly released book, "Girl Stuff," the first in a paperback series about the ups and downs of adolescence and female friendships. "It's about three friends who... band together and their friendship helps them navigate all of the challenges and obstacles that come their way — and in middle school there are plenty," said Harrison in a recent phone interview from her home in Laguna Beach, Calif. "So instead of stabbing each other in the back, they have each others' backs." The Toronto native, who attended Emerson College (where she received a bachelor of arts degree in creative writing), will be the guest speaker at a virtual event at Plainville's An Unlikely Story (owned by "Diary of a Wimpy Kid" author Jeff Kinney) at 7 p.m. on Feb. 22. "I'm looking forward to meeting the fans and answering any questions they may have," Harrison said. We caught up with the popular author, who has two teenage sons — Luke, 15, and Jesse, 13 — and a rescue dog, Freeda, to talk about all things travel.

Favorite vacation destination?

I adore Mexico and have been countless times. Its heritage is profoundly rich and diverse. Mexico embodies an ineffable beauty derived from the land, light, and the warmth of its people, who are among the kindest, most welcoming humans I have ever encountered.

Favorite food or drink while vacationing?

Considering my previous answer, I'm going with margaritas. No salt, no sugar, and no mezcal. I'm a tequila

blanco girl. To me, mezcal tastes like loafers. And yes, I'd love a side of perfectly salted chips and fresh ceviche, thanks for asking. The guacamole is fresh too, you say? Great. Add to cart. Note: I have a deep tan and 20-year-old skin in this scenario.

Where would you like to travel to but haven't?

I'd love to go to Ireland. It seems so lush, friendly, and festive.

One item you can't leave home without when traveling?

I need a book, a journal, and reading glasses. I know you said one item, but they come as a team.

Aisle or window?

I prefer a middle seat. Kidding. Window all the way. I need that sliver of non-occupied space to call my own. A sense that I can breathe without inhaling stranger fumes. That said, I should probably pick the aisle because I pee incessantly and am constantly climbing over those sleeping strangers I was trying so hard not to inhale.

Favorite childhood travel memory?

I was 6 the first time I flew. It was Christmas Eve and we were flying from Toronto to Jamaica. The pilot announced that he just saw Santa in the sky. I was searching and searching but I couldn't find him. In the end I concluded I couldn't see him because I was Jewish.

Guilt pleasure when traveling?

I completely check out.

Best travel tip?

Completely check out.

JULIET PENNINGTON

TRAVEL TROUBLESHOOTER

Airbnb is 'unable' to support her account. What did she do?

By Christopher Elliott

GLOBE CORRESPONDENT

Q. I was looking for a cabin in upstate New York for a weekend getaway recently when I discovered I had been locked out of my Airbnb account. I received a notification that my account was "under review" by Airbnb. After six calls and several e-mails to the company, I received an e-mail that said that they will be "unable to support my account moving forward" and have exercised their discretion under their Terms of Service to disable my account. This decision was "irreversible" and

clear if a person examined the evidence against you before deciding to ban you forever. But based on what you've told me — and the predictable conclusion of your case — I would say that you did absolutely nothing that violated Airbnb's terms. Apparently, looking for a nice cabin in upstate New York was your "crime."

Airbnb doesn't say much about its fraud-detection algorithm, and I understand why. If you talk about how you catch the bad guys, you offer them a roadmap for getting around the system. But I've received so many false-positive cases banning Airbnb customers, you would think they'd have done something to fix it by now. Instead, I continue to get a steady stream of cases, including yours.

I think a brief, polite e-mail to one of the Airbnb executives I list on my consumer advocacy site at www.elliott.org/company-contacts/airbnb might have helped. But then again, given all the craziness of the past few months, your request might have fallen through the cracks.

Airbnb needs to get its act together with these random bannings. But there's a more basic question that I have for the company: Why would you turn down customers during a pandemic — a time when your hosts need bookings more than ever? It makes no sense to tell customers like you to get lost, with no ability to appeal your decision.

I contacted Airbnb on your behalf, and it reinstated your account.

If you need help with a coronavirus-related refund, please contact me. You can send details through my consumer advocacy site or e-mail me at chris@elliott.org.

Christopher Elliott, the chief advocacy officer of Elliott Advocacy, can be reached at elliott.org/help or chris@elliott.org.

would affect any duplicated or future accounts, according to Airbnb.

I was shocked. My account was deactivated without any explanation or warning. The history of almost 10 years of my stays around the world as well as all of my favorite lists are gone. I have no idea about the reason. I've always gotten five-star reviews from my hosts and never ran into any issues with this site. I must say, this is the most brutal way any business has ever treated me in my life, and it feels unfair. Can you please help?

NATALYA KOVALENKO, Brooklyn, N.Y.

A. You've come to the right place. I'm tempted to rename this column the "Airbnb Troubleshotter." Or maybe even the "Help Unlock My Airbnb Account Troubleshotter." It's only been a few weeks since the last case.

But your problem is different. It looks like your actions on Airbnb triggered an automatic review process. It's un-

HERE

LOVE AND PIZZA PACKAGE

A romantic night out may not be in the cards this winter, so how about a romantic night in? Fairmont Copley Plaza invites you and your valentine to celebrate love any night in February with their Pizza My Heart package. Includes one-night in one of their luxurious guest rooms (monitored with stringent cleaning standards and elevated pandemic procedures); a "Roll in the Hay" cocktail special; and heart-shaped lobster pizza — with Maine lobster, mozzarella, roasted red peppers, Calabrian chili, and charred lemon — crafted with love by Chef Zaid Khan. There's no need to leave the room. Just snuggle up in your cushy Fairmont robes and enjoy. A culinary team will bring your meal at a pre-determined time; contactless delivery is available. Rates from \$209. Available through Feb. 28. 617-267-5300, www.fairmont.com/copley-plaza-boston/offers/pizza-my-heart

TENNIS HALL OF FAME CELEBRATES BLACK HISTORY MONTH

Black History Month is celebrated with two virtual lectures hosted by the International Tennis Hall of Fame, a Smithsonian affiliate in Newport. The first, exploring the history of black tennis in Rhode Island, looks at how black tennis clubs played an important social and cultural role in building African-American communities in Newport and Providence in the early 1900s. (Feb. 17; 7 p.m.) The second explores the gender and racial dynamics of tennis as told through the life of Althea Gibson, a Hall of Famer who broke the color barrier when she became the first African-



American to compete at the US National Championships (Feb. 24; 7 p.m.). Advanced registration is required. Free. (A suggested donation of \$10 can be made to support the International Tennis Hall of Fame.) www.tennisfame.com/black-history-month



THERE

B&B ENLIVEN'S MIAMI'S OVERTOWN REVIVAL

Check out the recently launched Copper Door B&B, an intimate 22-room bed and breakfast located in the historic Black community of Overtown in Miami. Culinary-trained hospitality industry veterans Jamila Ross and Akino West have transformed the 1940s-era Demetree Hotel, adding modern design elements while preserving the building's historic features in its vintage styled, hotel-grade rooms and public spaces. The property is part of a movement that aims to restore Overtown to its previous role as a cultural hub for

live entertainment, music, and dining. Conveniently located near the Miami River and its waterfront restaurants, Little Havana, Adrienne Arsht Center, Bayfront Park, Perez Art Museum Miami, Phillip and Patricia Frost Museum of Science, and the Wynwood Walls. Now offering touchless check-in. Rates from \$105. 305-454-9065, www.copperdoorbnb.com.

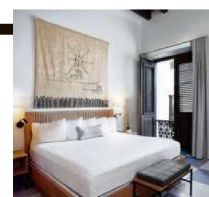
WHALE TALES FROM MAUI

It's been 50 years since Roger Payne's compilation of recordings, "Songs of the Humpback Whale," made its splashy debut, raising public awareness of the

intelligence of these magnificent mammals. This month, Payne kicks off a weekend of online presentations plus experiential and interactive opportunities led by international scientists, photographers, and conservationists who will share their latest work about whales and their marine environment at the 15th Annual Whale Tales (Feb. 13-14). Presented by Whale Trust, a Maui-based whale research and education organization, in partnership with The Ritz-Carlton, Kapalua, and Drury Design, the event aims to bring the beauty of Maui and its humpback whales to viewers across the globe while raising money to support further research and conservation efforts. Registration required. A minimum \$60 donation supports whale research through the Whale Tales Beneficiary Fund. www.whaletales.org.

HOTEL DEBUTS IN COLONIAL OLD SAN JUAN

Travelers who prefer historic renovations to glass and steel accommodations will want to check out the Palacio Provincial in Puerto Rico. Making its 2021 debut in San Juan's most historic neighborhood, the Colonial-era building's 43 rooms have been meticulously restored and reimagined with décor that combines the antiquity of the structure with modern cosmopolitan style. Conveniently located near historic attractions, as well as Old San Juan's iconic street, Calle del Cristo, where guests can experience some of the destination's top culinary offerings. Puerto Rico recently lifted some of its COVID-19 restrictions such as reopening its beaches and nature reserves. Pre-travel guidelines for entry can be found on the



Discover Puerto Rico website. www.discoverpuertorico.com/info/travel-guidelines (As a US territory, you do not need to provide a negative COVID-19 test result to return to the mainland United States.) Opening hotel rates from \$195. www.palacioprovincial.com.

EVERYWHERE

PERSONALIZED VIRTUAL WINE TASTINGS

Gather your wine-loving pals and host a virtual tasting-soiree with your own wine expert via The Supper Share, a concierge service that connects people with sommeliers who have lost their jobs because of the pandemic. Simply pick a date and time, choose a wine tasting set and let The Supper Share coordinate the rest. Wine packages range from \$55 to \$115 per person for three to four wines. Or customize your wine theme for an extra \$100 flat fee. Sommelier fee and shipping costs are extra. You'll receive an intro to your sommelier, custom wine guide and calendar invite with Zoom link three days before your tasting. All proceeds go to the sommelier with a small percentage donated each month to the United Sommeliers Foundation. www.thesupper-share.com

NECEE REGIS