

Goodwill Grapevine



Our mission is WORK

Our business is changing lives

September 2011

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Acting Out Our Mission

By Julia Ferguson

Have you ever thought about trying your hand at acting or working behind the scenes in a play? Now's your chance! Volunteers are needed to participate in our upcoming Goodwill play, "Green - Do You Know What I Mean?" Current volunteer opportunities exist for those interested in the following positions:

- Musicians (and others to help play music)
- Actors for a variety of roles
- Bagpipe player
- Behind-the-Scenes assistants to help with hair and makeup, lighting and other artistic and technical roles

Must be available starting immediately for rehearsals and performance dates of November 17,18 and 19.

Contact me if you're interested or for more information at: jferguson@goodwillindustries.ca.



Celebrating Our Donor Partnerships

By Michelle Quintyn

As we complete the move into our new community centre and corporate and employment offices, we celebrate all the wonderful donors who have shared in our vision of providing the best services throughout our community.

Recently, Goodwill and key stakeholders stood proud as Minister Deb Mathews and members of the Ontario Trillium Foundation announced the largest grant ever made in the Foundation's history! This \$300,000 grant over two years will be a tremendous boost to our recycling and landfill diversion programs, adding significant enhancements to our facilities and equipment. As well, in partnership with Fanshawe College and others, we will launch a Recycling Service Worker certification - a first credential of its kind.

Don and Joan Smith have ignited wonderful momentum in our Work Works Campaign through their generous support and hosting of a dinner for over fifty community leaders. This spontaneous gesture, following the lead of other wonderful supporters, such as Andy and Helen Spriet, RBC Foundation, Joe Rea, and many others, demonstrates how Goodwill and its mission, and our campaign case for support are resonating with donors.

We are so proud of all our community partnerships and look forward to the future and the exciting projects and endeavours to come.



Celebrating Robert

By John Griffiths & Sonja Burke

After 10 years, it is with gratitude, fond memories, and sadness, that Goodwill says farewell to **Robert Collins**. Robert will be remembered for his focus on the best possible service to each and every client, his steadfast support of staff and colleagues, his sense of humour, and the large piles of highly organized clutter in his office.

Robert worked hard on behalf of WorkForce Development and Goodwill, and we have grown and matured into a highly effective and competent team that serves thousands of Londoners from all walks of life, each and every year. We have developed partnerships with agencies and government that allow us to better serve the community and that demonstrate the respect Goodwill has earned. Much of this is due to Robert's vision, leadership, and hard work.

Robert will be remembered with gratitude and respect by all who witnessed his many lasting contributions to the good work of Goodwill. We wish him all the best in his next project with London Economic Development Corporation.

Micro Loans & Matched Savings

By Terry Off

Several months ago, the United Way working with the Child and Youth Network, put out a Request for Proposal to manage a 3-year pilot program that combined two initiatives: a Micro Loan program that can provide business loans of up to \$5,000; and a Matched Savings Program designed to provide educational opportunities to a limited number of qualifying low-income families, newcomers, and youth.

The United Way has selected Goodwill to Lead and Manage this initiative. A major component of both programs will be the provision of financial literacy training and mentorship. These are required to enter the program and continue in it. Our partners, The Small Business Centre on the Micro Loans side, and Family Services Thames Valley on the Matched Savings side will provide the training and mentorship. Libro is our financial partner.

A team including Robert Collins, Rick O'Quinn, Heather Haldane, and Katy Boychuk put together a successful proposal for Goodwill to be the lead agency in this partnership. We have signed the agreement and are looking forward to launching the programs very soon. We are pleased to note that Heather has accepted the role of Project Coordinator effective August 22. Goodwill will provide much of the administrative support and marketing. We think this will be a great fit with our Mission.

All the Best, Sonja

By Robert Collins

With a trail of tears, candy wrappers and flashes of typical good humour, **Sonja Burke** leaves Goodwill after close to 14 years, achieving excellent client service. Sonja is highly regarded by the other agencies serving job-seekers with disabilities...with great recognition for her clear focus on matching the needs of employers to the abilities of jobseekers. Sonja's superb organizational skills (she has a binder for everything) have helped keep our services on track by ensuring that the program details required to support excellent client service are indeed in place.

The City of London is very fortunate to have such an asset—someone who supports, encourages and cherishes staff with her actions as well as her words. Sonja has made a tremendous difference at Goodwill and leaves behind a great legacy.



ChangeTheWorld

Here are some students from Parkside Collegiate in St Thomas who participated in the ChangeTheWorld Goodwill donation drive campaign this year.



Kitchener's Christmas in July

By Don McIntyre

Marie, Anna, Nathan, Marguerite and the Kitchener team did a great job with their special promotion (See photos left and on the next page). The customers loved it! I think our Goodwill was busier than the new Kitchener Value



Village Store that was in the middle of their Grand Opening. Great Job! Guess who Santa is?



Goodwill Gives Back

By Sarah Dudleigh

Lisa Simmons, Marcie Pridding and I took part in a fundraiser, held by the Yoga Shack at the JLC on July 17, where instructors lead a community-wide yoga session. All donations and money raised from the event went to support Mission Services, which offers emergency shelter, clothing and food to youth and adults.

Good Health + Good Safety = Goodwill

By Marcie Pridding

GREAT NEWS everyone! Goodwill has had ZERO lost time injuries over the past 6 months!!!! Congratulations to everyone for maintaining a safe workplace for both yourself and colleagues. A special congratulations goes out to the JHSC Representatives and managers for all their diligent hard work with keeping the Return to Work program well managed!

It's official! The Workwell audit will be reviewing Goodwill's health and safety program! The date has been set for September 12, 2011 and will run for approximately a week. Our Workwell audit inspector will be diving into the health and safety manual's policies and procedures, checking our training records, and, of course, visiting our sites! Goodwill is excited and looking forward to this opportunity to as it will guide us as we strive for continuous improvement of health and safety at our worksites.

Welcome Sylvia!

By Terry Off

Sylvia White has accepted the position of Manager of Finance and Administration. After an extensive recruitment search we were fortunate to find a candidate with Sylvia's qualifications and experience. Sylvia is a CGA and has considerable experience in administration, finance, accounting, and government reporting in the Non-profit environment.

The move to our new Goodwill Centre has allowed us to bring together in one location many of those individuals providing Administrative and Reporting functions for our organization. This has created an opportunity to standardize and coordinate many of our Administrative processes. Responsibility for fulfilling our commitment to maintain and grow the quality of the administrative services we deliver in an efficient, caring, respectful and safe way, will be a major component of this position.



Congratulations Valerie!

By Nicole Gautier

On March 28, it was **Valerie White's** 28th year working for Goodwill, and we celebrated with a party. Valerie, we all hope that we have you for many more years here at Goodwill. Congratulations on 28 great years!



Congratulations Irene!

by John Griffiths

With great pleasure, I'd like to congratulate **Irene Pullman** on 20 years of service with Goodwill on April 15, 2011. She has been a member of the Workforce Development team throughout that time, and has been a valued support to her colleagues and job seekers. Irene first joined the team when WFD was located at First Street. She moved to Queens Avenue to help with the opening of this office and to provide admin support and has been here since. Irene's dedication, ability and desire to be of help, and her sense of humour have made her an important part of Workforce Development and the Queens Ave. team.

Congratulations Melissa!

By Robert Collins

Congratulations to **Melissa Van Roestel** for her ongoing commitment to Goodwill and tremendous client service ethic as she celebrates 20 years at Goodwill. She has made great flexible contributions to our employment assessment and employment placement services, successfully matching the needs of employers and our participants during many funding program changes. Melissa, many thanks for the positive, caring and supportive energy you bring to our work together.

Send newsletter submissions (articles (max 140 words), photos, story ideas, etc.) to:
mszabo@goodwillindustries.ca
 Editor, Layout, Graphic Design: Marg Szabo
 Graphic Design: James Draper



Our Goodwill Community — More Staff News

Welcome Brian!

By Scott Louch

Brian Fishleigh accepted the position of Manager of Logistics and After Market Sales, reporting directly to me. Brian comes to us with almost 25 years of experience in the Logistics and Warehouse management field. His skills are well utilized managing the Transportation Dept., warehouse, recycling operations, and eventually, the Outlet Store and stand-alone Donation Centres.

Welcome Andrew and Tracey!

By Sonja Burke

It is my pleasure to let everyone know that we've hired two Employment Solutions Consultants, **Andrew McMurray** and **Tracey Gilroy-Brown**, to work with the Employer Services Team and supporting placement services for the Community Training Services (CTS).

Andrew joins us with several years of experience in recruiting and job placement services, having worked for a private career college and a recruitment firm. He brings with him his talents in employment trend research, marketing and communications.

Tracey also joins us with several years of experience in recruiting and staffing placement and job placement services, having worked for temporary placement agencies and sister community agencies. She has expertise in job development, job matching and retention supports.

Welcome Tracey and Andrew to Goodwill Career Centre!

Behind-the-Scenes Milestones

By Susan Pratten

Our Salvage Outlet would like to welcome **Shaheeda Hamdan**, **Paul Lauzon**, and **Larry Wiper** to the family. We've also had some small additions: **Codie and Leveen Pollard** welcomed baby Sophia, and **Lou Nagy** is proud grandpa to grandson Daxton, born 6 weeks early.

In our Warehouse, **Carl Drynan**, **Wanda Forward** from Sherwood, **Linda Stevens** and **Gail Byatt** from H&C, and **Nikki Gauthier** from St. Thomas are sorting and pricing up a storm for the new store opening.



In Transportation, we'd like to welcome **Jim Maloney** to the team. **Steve Marshall** has returned and it's great to see him back at work!

Manny Santos (pictured here at left) from our Transportation team recently celebrated a birthday milestone.

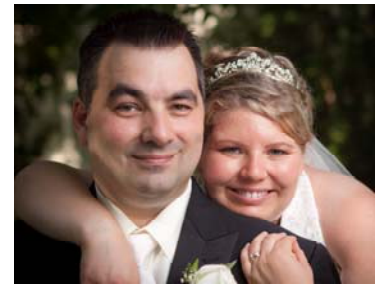
Welcome Back Mandy!

By Sonja Burke

I'm pleased to welcome back **Mandy Malone** to the interim position of Vocational Planning Counsellor to provide support to case management services for GEL as well as the Work Readiness Assessment participants as that program winds down. We are glad to have someone so familiar with our services rejoin us during this transition time.

Congratulations Nadia and Martin!

A big congratulations to **Nadia Talbot**, Employment Counsellor at 171 Queens Ave. Career Centre, and her new husband **Martin Fletcher**, who were married on June 18, 2011.



Congratulations Gloria!

By Lisa Bowden

I am thrilled to announce the arrival of **Gloria Pickering** to the Employee Development Facilitator role full-time. Gloria no longer wears two hats within our Goodwill family, although she did it very well! Welcome Gloria to your fulltime home within Employee Development! Please note that Gloria's only email address is gpickering@goodwillindustries.ca.

Staff Moving Up

Congratulations on the following promotions:

Marcia Beech to Assistant Manager at our Sherwood Forest Mall Store. **Will Stirrett** to Team Lead for our Southdale Donation Centre. **Andy Melo**, Assistant Manager of our Woodstock Store to Store Manager in our St. Thomas Store. **Cathy Alexiou** from Assistant Manager to Store Manager at our Oxford Street Store. **Ryan Cassidy** from Assistant Manager at Guelph to Store Manager. **Karry Taylor** from Team Lead at Guelph to Assistant Manager at our Guelph Store. **Kim Burke** to Team Lead at Oxford East Store. **Lina Sicilia** to Stratford Assistant Manager until Angela Wood returns.

Welcome Danielle!

By Scott Louch

Danielle Beausoleil is a Co-op student in UWO's Master's in Environment and Sustainability program and is working with us for approximately 3 months. She is helping us develop sustainable baseline metrics in the areas of recycling and waste-to-landfill, auditing our facilities for energy efficiency and making recommendations for improvements, creating a database to track our recycled goods, researching markets for recyclable goods, and assisting with our sustainability policies and procedures.