

# Parkville Salvation Army Staff/Volunteer Newsletter

January 2017



Giving Hope Today



**All that we do is based on the following 10 core values:**

**Salvation** – *We proclaim the Gospel of Jesus Christ in all our ministries*

**Holiness** – *We are shaped by the Bible and the example of Jesus through the presence and power of the Holy Spirit*

**Intimacy with God** – *We commune with God through worship and prayer*

**Compassion** – *We embody God's love, reaching out to others and caring for them*

**Respect** – *We promote the dignity of all persons*

**Excellence** – *We are innovative and effective*

**Integrity** – *We are honest and trustworthy, accountable to God and each other*

**Relevance** – *We seek to understand and meet the needs of people in our communities*

**Co-operation** – *We encourage and foster teamwork and partnerships*

**Celebration** – *We are thankful to God for blessing The Salvation Army*

## A NEWSletter

We're starting something new for 2017, a monthly newsletter from our Parkville General Office to keep the lines of communication open and hopefully transmit important information to those who need it most – YOU FOLKS working on the front lines! We know that we are most effective when we work together as a team, and in order to be a strong team, we need strong communication, so that is something we are going to work on in 2017. That is our commitment to you!

## Volunteers

We've been blessed this fall and over the Christmas season by an influx of new volunteers! Praise the Lord! We hope that each one will be made to feel welcome and part of the team in whichever area they volunteer. Thank you for welcoming them, and supporting them as they get established. In the past when we have been shorthanded, many of you have stepped up to fill extra shifts and take on extra responsibilities which we **so very much appreciate!** Now we would like to connect with you and find out:

'Are you volunteering more time than you would like to?'

As we start a new year, we would like to encourage each volunteer to speak to your supervisor about your desired volunteer schedule for 2017. We don't want to overburden our volunteers, and we want to share the work load out amongst the team!

## Time Tracking

It is very important that each employee and volunteer record **their own** time on the posted time sheets. Monthly statistics must be submitted to Divisional Headquarters and logged volunteer hours are used to determine eligibility for thrift store discount cards (see section on our updated Thrift Store discount policy).

## Feedback

As part of our focus on better communication, we will be endeavoring to connect with each one of our staff and volunteers in 2017 to conduct evaluations – Volunteer experience evaluations -an opportunity for you to give feedback on your experience and performance reviews - receive feedback on how you're doing.

Do you have a knack for editorial work or building newsletters? We could possibly use your help in the production of our monthly newsletter. Contact Brandalyn at the General Office to indicate your interest. 250-248-8794 or [Brandalyn\\_musial@can.salvationarmy.org](mailto:Brandalyn_musial@can.salvationarmy.org)

## Thrift Store Discount Program

Thrift store discount cards are offered our staff and volunteers as a token of our appreciation for their work, commitment, and contribution to our ministry.

Key points of the policy that apply to both staff and volunteers are as follows:

- The discount offers a 30% reduction off the selling price of any goods at any Parksville/Qualicum Beach Salvation Army Thrift Stores. The discount shall be applied to the lowest current price to a maximum of 70% off the regular price when used in combination with other promotions
- Upon successful completion of 20 hours of service, volunteers will become eligible for the Discount Program.
- A discount card will be issued and remain valid for 1 calendar year from the date of issue
- Upon expiration of the discount card, the individual's volunteer hours will be reviewed. If a sum total of 50hrs of volunteer service in the last 12 months (calendar year) has been maintained, a new thrift store discount card will be given and will be valid for the next 12 months
  - For Volunteers who do not meet the total 50hrs of service within the last 12 months, they will be notified of their total hours and the hours deficiency identified
  - Should they choose to complete the outstanding/remaining hours to reach a maximum of 50hrs within the last 12 months, a new discount card will be issued, valid for 12 months from the date of issue
  - Volunteers who choose not to complete the outstanding hours will not receive a new discount card until their time log indicates that a total of 50 hours have been logged within a 12 month period
- Employee cards will be given during their initial probation period and are renewed each year for current employees

Thrift Store discount cards must be presented when making purchases at the till to receive the applicable discount.

Many employee and volunteer thrift store discount cards will be expiring at the end of January. New cards are expected to be issued by February 17<sup>th</sup> to give time for the January hour statistics to be submitted, reviewed and new cards printed. If you would like a new picture on your card, please request that your manager take a new photo of you or email a current photo of yourself to: [pvsavolunteers@shaw.ca](mailto:pvsavolunteers@shaw.ca)

## Doing the Most Good

The Salvation Army receives both donated food and non-food items. Donations are made with the understanding and written agreement between the retailer and The Salvation Army that these items go to our clients/those in need and not to those who could otherwise purchase these items from the retailers. Staff and Volunteers must not, under ANY CIRCUMSTANCES have preferential access to items before our clients, but may access a modest amount of the items remaining which would otherwise be discarded.

Coffee/tea is generally available at each work site for consumption by staff and volunteers in the lunchroom. While on duty at the Soup Kitchen or Food Bank, volunteers are typically provided with access to snacks and drinks as these supplies are available. The Food Bank or Soup Kitchen Managers select food and drink items which are placed available for volunteer consumption. Staff/Volunteers are **not** permitted to select their own snacks from the food bank shelves or donated stock.



### Staff/Volunteer Access to Food Bank Items

To avoid complaints of preferential treatment from other staff, donors and clients, the following policy will be in effect for all staff and volunteers with regard to reclamation items within the food bank:

- staff/volunteers may make a donation to purchase goods after they have been on the shelves and available to our food bank clients for 2 full days (2 days that the food bank is open)
- staff/volunteers are expected to make a donation to purchase an item at a “fair market value” for that item
- all donation purchases must be approved by the Manager on duty
- items must be purchased for the individuals’ use and not for the purposes of re-sale to others

The following policy will be in effect for all staff and volunteers with regard to food items within the food bank:

- the food bank waiting room contains a shelf of “free items,” anyone can take items situated on the free shelf in the amount specified for that day
- a staff member or volunteer wishing to access items from the food bank shelves is required to schedule a food bank intake appointment as would any of our clients

### Thrift Store Purchases by Staff/Volunteers

All merchandise must be paid in full at time of purchase. There are no layaways, payment plans, or 'tabs' In order to avoid any complaints of preferential treatment from other staff, donors and customers, the following policies will be in effect for all staff and volunteers:

- Goods may only be purchase after they have been priced and have been placed on the selling floor for a **minimum of 24 hours**, unless otherwise authorized by the Thrift Store Manager
- Purchases may only be made during meal breaks or during non-scheduled work hours
- Any purchase made at the site where the individual works must be processed and be approved by the supervisory person on duty
  - Supervisors must have their purchase processed by the manager
- Purchases made using a discount card must be recorded in the Staff Purchase Log Book
- All purchases made during the workday must be bagged, with the receipt stapled to the outside of the bag, and held in the Supervisor's office until the individual completes their shift
  - All purchases must be taken home the day they are paid for
- There are no holds
  - Merchandise cannot be taken off the selling floor to be held for staff, spouse, or a volunteer, nor can merchandise be set aside as it is processed in the sorting or warehouse areas or be taken off the selling floor for later purchase by staff, spouses, or volunteers
- Items which are not suitable for sale must be discarded and cannot be taken or sold to staff, spouses, or volunteers
- Customers, friends, family and spouses are not permitted in sorting or pricing areas to view merchandise or for any other reason



## Staff/Volunteer Access to Soup Kitchen Items

In compliance with our donation agreement, and to avoid complaints of preferential treatment from other staff, donors and clients, the following policy will be in effect for all staff and volunteers with regard to donated items at the soup kitchen:

- Bread, baked goods, desserts (and sometimes clothing items) are available to clients for free at the soup kitchen. To ensure that enough product is available for all clients, each client is permitted to take from these items as per the amount available.
- In order to ensure that everyone has access to the free bread/dessert items, quantities are limited until 1pm.
- At 1pm the Supervisor will indicate if an additional allotment of the remaining items are available while supplies last.
- Staff/volunteers are permitted to take items from the bread table **after 1pm** provided that:
  - **Clients have first access to all items**
    - **All the clients** have had a chance to take desired items – Staff/volunteers are **not** to take items in advance of clients
  - Food Bank has second access to remaining items
  - Staff/volunteers take a modest quantity of the remaining items within the limits outlined by the Supervisor

## Accountability Movement

At the International Conference of leaders in 2014, the subject of accountability was recognized as an urgent priority for The Salvation Army and has since resulted in The Salvation Army's Accountability Movement being implemented around the world. The Army needs to be a strong institution which brings peace and justice through everything it does. This is a personal challenge to every one of us involved with The Salvation Army – is your work place full of peace and justice? **Are we known to be people of peace and justice?** The Accountability Movement aims to make this a reality in all parts of The Salvation Army. The Four main work streams of the movement are: 1) Governance, 2) Finance, 3) Safeguarding, 4) Impact Measurement. For more information on the accountability movement visit: [www.salvationarmy.org/accountability](http://www.salvationarmy.org/accountability) .

## God is Good!

We got so incredibly close to meeting our \$100,000 goal for the Christmas Kettle Campaign this year – our final number came out at **\$98,093.95!** And we call that a success!

God is good and we are blessed to have the support and favour of our community behind us!

All the money collected stays here in the Oceanside area to provide the community services that support those in need.



## Accreditation Audit!

We are preparing for an internal Salvation Army accreditation audit this year and are therefore looking at our policies, procedures, systems and files. This is the time to ensure that we are getting all of our ducks in a row!

We are likely to need your help here and there along the way in completing files and implementing required policies and procedures.

We appreciate your patience and understanding in working with us to get all these pieces in place. It takes a team pulling together to make it all work. We expect this experience will make us stronger!

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