

Mt. Arrowsmith Salvation Army Staff/Volunteer Newsletter

October/November 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*



Volunteer Hub Software

As of November 1st we started recording all of our volunteer shifts in the new Volunteer Hub software. ALL volunteers (both “regular” and kettle volunteers) will use this software to manage their personal information, required volunteer documents and volunteer shifts. It is going to feel a little different for the first month, but we trust that you’ll be impressed with its simplicity as we use it.

At any time you can visit our Ministry Unit’s website and under the **Volunteers** tab, click on a link to take you to the Volunteer Hub page and **view all open shifts** for any of our ministry locations (soup kitchen, food bank, thrift stores or kettles). Those who have completed all the mandatory items for volunteering (an intake interview, required paperwork – including criminal record check and on-site orientation) are then able to log in and sign up for a shift with a single click! The software sends out shift reminders 2 days prior to your shift and, should you choose, will send you a text message reminder 1 day prior.

Why are we making this change?

We need to be more efficient in how we manage our volunteer program (personnel files, schedules, hour tracking etc.) Our Ministry Unit has one of the larger volunteer bases of any Ministry Unit in Canada, and as such we need something more than papers and excel sheets to keep it all straight; it is currently a full time job! We can keep doing things the old way, but since our accreditation audit, we now know all the requirements for the kind of volunteer system that we need to be maintaining and if we’re going to maintain our dedication to and reputation for putting as many resources as possible into the community (and not into back-end administration) we need some better tools for the job. This software is enabling us to do just that.

What if I don’t have a computer or don’t use computers?

We know that not everyone has a computer or is computer savvy and that’s OK! We have planned for that! We will have computers for volunteers to access at each of our locations to use to sign up for/cancel their shifts and people who are familiar with the software and can help out. And managers can log shifts for volunteers in the “back end” of the software if you know your shifts ahead of time.



Did you know that you can keep up with us on Facebook? Even without a Facebook account! To find us search Facebook for: “@PKSalvationArmy”. Watch our separate pages for: The Thrift Stores, Oceanside Homelessness Prevention and Lighthouse Youth Programs.

Christmas Kettles are Coming!

It is getting closer to that time of year when we dust off the kettle bells and we would like to introduce you to our new Christmas Kettle Coordinator -Welcome Courtney!

"My name is Courtney and I have been hired as the 2017 Mt. Arrowsmith Kettle Coordinator! I am extremely excited to be a part of the Salvation Army's team and to have a successful campaign. A little bit of background for myself, I am a Vancouver Island University graduate with a Bachelor of Business Administration majoring in Human Resources and have a certificate in event planning and volunteer management. I am from Nanaimo and have recently returned from an amazing summer of backpacking Europe. I look forward to meeting with everyone and coming together to reach our 2017 Kettle goals! This campaign is made possible by all the amazing volunteers and support from the community so I encourage you to reach out to pq.kettles@shaw.ca for any ideas and suggestions for this year's festivities. I look forward to meeting everyone!"

Courtney is working to reach out to all of our Christmas Kettle volunteers in preparation for our 2017 kettle season. If you have never participated in our kettle campaign before, we would love to have you! We have scheduled Kettle Orientation sessions with Courtney on **November 9th (9am-noon) and 16th (5-7pm)** to allow folks to come and explore what it entails to be a kettle volunteer and for existing volunteers to find out what is new/different this year to be fully prepared to hit the streets as we kick off our campaign on **November 23rd**!



Our Kettle volunteers will be utilizing the Volunteer Hub software as well and all kettle shifts can be viewed and scheduled online through our website or through Courtney.

On-Site Volunteer Training – Thrift Stores

Our Volunteer training sessions have been going well and so we are working on phase 3 – the thrift store training! We want to provide more structured, in-depth training for new volunteers, we want to be sure that all volunteers are receiving consistent instruction in what we need done, that everyone one knows the facility-specific information and safety protocols and we want to be sure that everyone has received instruction on how to use the new Volunteer Hub software. All volunteers will be required to attend one of these training events to ensure that we have consistent standards and best practices across both our long standing and new volunteers. Plus it is just downright impossible to meet with each person individually and get them all up to speed – group training is much more efficient!

We will be holding continual monthly **Volunteer Training sessions** at each location. Please watch the listing of upcoming events below and notice posters so that you can plan to attend one of these sessions for the area(s) in which you volunteer.

Upcoming Events:

- Kitchen Volunteer Training – Nov 9th 4-6pm @ SK & 16th 3-5pm @ SK
- Food Bank Volunteer Training – Monday Nov 6th 9am @FB
- Thrift Store Volunteer Training:
 - November 7th @ 10am (Hirst boutique),
 - November 8th @ 9am (Main Parksville Store),
 - November 9th @ 10am (Qualicum Store)
- Kettle Info Session – Nov 9th (9am-12) and 16th (5-7pm) @ the Church
- Orphan Sunday service – Nov 12th @ 10:30am at the church
- Church craft and bake sale – Nov 18th 10-2 @ the church
- Fireman's Food Drive – Nov 18 & 19th
- Kettle Campaign Starts - Thursday Nov 23rd



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Shifting Roles

Just a couple of updates on our staff roles and responsibilities:

Major Cindy has taken on oversight of the Ministry Unit Food Services operations (Food Bank and Soup kitchen) which is allowing Earl to focus on client counselling, strategic planning, and program development. Earl will also be assisting Major Norman Hamelin with plans for our new facility.

New Location

We are excited to announce that we are in the process of moving our main administration office from French Creek down to **141 Memorial Ave in Parksville**. This move will provide the much needed additional space for our food bank at the French Creek location and will enable us to have more office space that we need for administration in a location that is more easily accessible to the community.

As well, this will also be as our primary location for:

- Client counselling
- ID replacement
- Pro Bono legal appointments
- Volunteer intake appointments
- Our youth workers
- Christmas Kettle Coordinator and Kettle Program

We hope to get the bulk of our administration staff moved into the new location before the Christmas kettle kick off.



UltiPro for Staff

All staff will receive their pay stubs for this last (and all future) pay periods by logging on to the UltiPro system on or after November 7th. (Pay will be deposited November 9th into your accounts). If you have not yet confirmed that you can successfully log in through My Army, please do so this week (www.savationsit.ca from the **menu**, choose **MyArmy** at the bottom). Should you have any issues, contact our administration office and we will ensure that you are able to get in. Should you wish to print your pay statement, we will have printers available to you. If you don't yet see a printer, speak to your manager for printer access.

Sightings

Jesus, someone said he saw you on a dark and dirty street. Said you were gently washing an alcoholic's feet. They saw you in a nursing home with those who need your care, caressing trembling, wrinkled hands, brushing tangled, snow-white hair. You found the frightened runaway who bristled at your touch. You didn't offer her advice, instead you shared your lunch. You were crouching in a doorway beside a homeless man. You wrapped him in a blanket spoon-fed him from a can. You were spotted doing dishes at a mission for the poor. You slipped money to a blind man, helped a wino through the door. They saw you at the ballpark. You were cheering, standing tall, when the boy who had no dad tore the cover off the ball. Someone saw you in the prison with the man who killed his wife. Your heads were bowed in prayer. You spoke to him of Life. Someone said he saw you, but it really wasn't true. It must have been Your Church at work, doing just what you would do.

(By Sharon Cavers – Cavan, ON)