

Mt. Arrowsmith Salvation Army Staff/Volunteer Newsletter

April-May 2018



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*

Changes at the Food Bank

We have made some changes to ensure better security of the building and food bank operations. All traffic is now entering the building from the old administration office doors and is screened through the front wicket. Those with confirmed appointments will now wait in what was previously the boardroom/tomato room and the intake office has been moved down to this end of the building as well.

A big THANK YOU to all those who made the transition happen so quickly and efficiently. We appreciate everyone's support and patience as we work through modifying operations in light of these changes. We trust that as we all work together to keep our focus on the abundant blessings that we have to work with and our mission to serve those in need in our community with compassion, respect, dignity and the love of Jesus Christ, good things will happen.

Dish Washer Needed

The kitchen has been renovated; we've got new sinks, new counters, and a new dish washer/sanitizer that works just great. But what we are in need of are some folks who are willing to feed this new machine! Dishes must be washed and placed on trays prior to placement in the dishwasher. Would you be able to give one day a month to wash some dishes and run them through the sanitizer? This is a critically important job in the operation of the soup kitchen. And generally you won't be cold doing it! Check out the shift details and start and end times on Volunteer Hub and sign up to bless our soup kitchen clients with dish soap and a scrubber!

No Job is Unimportant!

There's a key lesson that we get from Paul in the first letter that he wrote to the Corinthian Church: no part of the body is less important or less significant than any other part. Imagine "if the whole body were an eye, where would the sense of hearing be? If the whole body were an ear, where would the sense of smell be?" We each play a key role in the areas in which we serve. No matter if you serve in a visible front-line placement or a hidden supporting role, you are a key piece of "the body" of the local Salvation Army and we need you just where you are! You are important!

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.

YOU are The Salvation Army!

We have set a pretty high standard for ourselves in our mission statement to “Share the **love of Jesus Christ**, **meet human need** and be a **transforming influence** in our communities.” That doesn’t leave a lot of wiggle room!

It is a really high calling to a higher standard of conduct. Essentially it is a commitment to put ourselves out there for the betterment of those around us; to step down and put our needs behind the needs of those whom we encounter. It is the day-to-day living out of reflecting the character of Jesus Christ who showed us how to love people, avoid the temptation to judge and to not focus on looking out for our own interests, but to leave that to God who promises to look out for us if we are who he calls us to be. We know that this can be really difficult in a busy, stressful environment with different personalities and sometimes challenging situations, but we as The Salvation Army knew that when we started out and made this our mandate! It can be done!

We (you and I) as the Salvation Army are committed to providing a respectful work environment for all of our employees and volunteers and a safe, respectful, comfortable environment for our clients and customers. Therefore, as stated in our Code of Conduct, we should **always** conduct ourselves in a professional manner appropriate to a professional environment including:

- Being courteous, friendly and co-operative
- Acting respectfully, compassionately and professionally in interactions with others by not using offensive or abusive language, profanity, or engaging in gossip or expressing derogatory remarks about other workers, clients or customers
- Contributing positively to the work environment thru encouragement, praise and expressions of thanks directed to co-workers

This is something that takes team work. It doesn’t work if it is only something that the administration of The Salvation Army buys into. It doesn’t work if it is only carried out by managers and supervisors. But rather, it is **CRITICAL** that we each see that it is our responsibility to bring this about in every word, every thought, every action, every interaction. Will you help us to collectively be the kind of people who bring with them an atmosphere of grace, love, kindness and positivity? The next time that someone says or does something that rubs you the wrong way, will you stop and consider how you can respond (or perhaps not respond) to enhance at that moment an atmosphere of:

COURTESY *COMPASSION* **KINDNESS** **GRACE** *PEACE*
JOY **THANKFULNESS** **FORGIVENESS**
UNDERSTANDING *COOPERATION* **POSITIVITY** **RESPECT**



Upcoming Events:

- Soup Kitchen Volunteer Training
 - o May 17th 9:30-11:30am @ SK
- Food Bank Volunteer Training
 - o April 23rd 9-11 am @FB
 - o May 28th 9-11 am @ FB
- Crisis Communication Training
 - o April 19 – at the church \$50/person
- FREE Community Emergency Preparedness Information Session
 - o April 26th – 6:30pm @ the church
- Our EDS team will be at the Emergency Preparedness Expo
 - o April 28th at Qualicum Beach Civic Center



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A crisis can be defined as a moment in time when an individual in your charge loses rational, and at times even physical, control over his or her own behavior. This can be very challenging and anxiety producing for those responsible for intervening. Due to the chaotic, unpredictable nature of a crisis, it is vital that staff stay calm and proceed with a plan.

These crisis moments do not sprout into being without roots; there are almost always warning signs that let you know an individual's behavior is escalating. By following the tips listed here, you can often intervene before the crisis becomes dangerous.

1. Be empathic.

Try not to judge or discount the feelings of others. Whether or not you think their feelings are justified, those feelings are real to the other person. Pay attention to them.

2. Clarify messages.

Listen for the person's real message. What are the feelings behind the facts? Ask reflective questions and use both silence and restatements.

3. Respect personal space.

Stand at least 1.5 to 3 feet from an acting-out person. Invading personal space tends to increase the individual's anxiety and may lead to acting-out behavior.

4. Be aware of your body position.

Standing eye-to-eye and toe-to-toe with a person in your charge sends a challenging message. Standing one leg-length away and at an angle off to the side is less likely to escalate the individual.

5. Ignore challenging questions.

When a person in your charge challenges your authority or a facility policy, redirect the individual's attention to the issue at hand. Answering challenging questions often results in a power struggle.

6. Permit verbal venting when possible.

Allow the individual to release as much energy as possible by venting verbally. If you cannot allow this, state directives and reasonable limits during lulls in the venting process.

7. Set and enforce reasonable limits.

If the person becomes belligerent, defensive, or disruptive, state limits and directives clearly and concisely. When setting limits, offer choices and consequences to the acting-out individual.

8. Keep your nonverbal cues nonthreatening.

The more an individual loses control, the less that individual listens to your actual words. More attention is paid to your nonverbal communication. Be aware of your gestures, facial expressions, movements, and tone of voice.

9. Avoid overreacting.

Remain calm, rational, and professional. Your response will directly affect the person's behavior.

10. Use physical techniques only as a last resort.

Use the least restrictive method of intervention possible. Physical techniques should be used only when individuals are a danger to themselves or others. Physical interventions should be used only by competent/trained staff. Any physical intervention may be dangerous.

By following these tips, you will have the best possible chance of providing for the *Care, Welfare, Safety, and Security*SM of everyone involved in a potential crisis situation.

About CPI

CPI is an international training organization that specializes in the safe management of disruptive and assaultive behavior. Since 1980, more than six million professionals have participated in CPI's training programs, and thousands of organizations worldwide have successfully implemented CPI's safe, nonharmful techniques and developed comprehensive crisis prevention and intervention plans.

CPI's *Nonviolent Crisis Intervention*[®] training and the *Prepare Training*[®] program focus on prevention and offer proven strategies for safely defusing anxious, hostile, or violent behavior at the earliest possible stage. Additionally, the CPI Matters at Work series offers seminars on a variety of issues that impact today's work environments. CPI offers training both on site and at select locations in more than 150 cities worldwide. For more information, visit crisisprevention.com or call **800.558.8976**.