

Mt. Arrowsmith Salvation Army Team Newsletter

April 2019



Giving Hope Today

Thrift Stores: Vision for Change

April 1st brings not only a new month and a new financial year, but also a new chapter for the Mt. Arrowsmith Thrift Stores – our “Vision for Change” will take place throughout April.

Starting next week, your hard-working Thrift Store team will be very busy. We will be:

- introducing new production and pricing strategies to move products through our stores more efficiently,
- planning special close-out sales to clear out with the old stock and make room for new stock,
- closing the Parksville Thrift Store for a few days in mid to late April, and together the team, give it a make-over, redesign and a new look for Summer, and
- holding a **Grand Re-Opening Extravagance** in early May.

Be sure to keep an eye out for more news and be sure to share this hot gossip with your friends and family!



Easter Messages

“This is the kind of love we are talking about—not that we once upon a time loved God, but that He loved us and sent His Son as a sacrifice to clear way our sins and the damage they’ve done to our relationship with God.” – 1 John 4:10 (The Message)

We’ve all seen messages of the cross. Ever wonder what the cross really means? What do you see there? Suffering? Agony? Pain? Death? Do you see love? It’s all over the cross.

Do you question if God loves you? Look at the cross again and your question is answered. Every drop of blood that Jesus shed cries out, “I love you.” – Roy Lessin



Criminal Record Checks

Mt. Arrowsmith Salvation Army requires staff and volunteers to submit new Criminal Records Checks every 3 years. Many staff and volunteers are due for an update in 2019.

Checks area always free for volunteers when they have a cover letter from Skye attached to their application. Volunteers that need to renew their checks in 2019 will be contacted by Skye in April or May.

We’ve heard conflicting stories about whether or not there is a cost for Staff to have to check done. Here’s the scoop:

- If you live outside the City of Parksville limits you are able to get the check done at no charge. If you live on/near the border of another municipality, you can all the City of Parksville Finance Department at 250-248-6144 to find out if you are outside the city limit.
- If you live within the city limits, the cost for staff living within the city limits \$40.

Staff with questions should contact Pat Maloney at 250.248.8794.

Our Mission:

“The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world.”

Our Core Values:

Hope

We give hope through the power of the gospel of Jesus Christ.

Service

We reach out to support others without discrimination.

Dignity

We respect and value each other, recognizing everyone’s worth.

Stewardship

We responsibly manage the resources entrusted to us.

**Mt. Arrowsmith
Salvation Army Church
and Community Services**

Administration Office:

141 Memorial Ave
PO Box 1874
Parksville, BC V9P 2H6
Phone: 250-248-8794

parksvillesalvationarmy.ca

 [facebook.com/
PKSalvationArmy](https://facebook.com/PKSalvationArmy)

Health & Safety Committee

The new OH&S Committee held its first meeting on March 28th. Committee Representatives will be completing site inspections at each location in early April, and, working with the site supervisors, will review any hazards to get them rectified.

Your Committee Representatives are:

- Barb Forsyth – Soup Kitchen
- Daniel Fraser – Furniture Warehouse
- Dixie Garriott – Boutique
- Heidi Gisin – Parksville Thrift Store
- Anne Johnston – Qualicum Beach Thrift Store
- Cindy Garbe – Food Bank
- Pat Maloney – Administration



They will be keeping you informed of OH&S related matters and reaching out to you for assistance.

Upcoming Events

- April 7-13 National Volunteer Week
- April 9th Superhero Appreciation Assembly for our heroic volunteers
- April 19th Good Friday. All locations closed for the statutory holiday. Worship at the church at 10:30 AM.
- April 21st Easter Sunday. Hallelujah, He is Risen! Worship at the church at 10:30 AM.
- April 22nd Easter Monday – all locations open as usual
- April 24th Easter Lunch at the Soup Kitchen, by donation

VolunteerHub: Where are my shifts at?

Do you volunteer for the same shift, week after week? Have you discovered that you're no longer signed up?

One of the limitations of VolunteerHub is that a perpetual, reoccurring shift does not exist.

If you work the same shift all the time (e.g.: Prep Cook every Friday or Client Helper every Monday), the Volunteer Coordinator can sign you up for a large block of shifts, but eventually, these shifts will run out.

Currently, volunteers can only sign up for shifts until the end of 2019. During the summer, shifts for 2020 will be added, and then volunteers will be able to pre-register for shifts up to six months at a time.

Facts and Figures

We thought you'd like to know, that during the month of March (all figures are approximate):

Soup Kitchen fed **1,710** people in **17** days

Food Bank supported **488** people with groceries

Youth Programs included **8** children and **6** teens every week

Women's and **Men's Ministries** hosted **8** women and **7** men per week during the month

With the onset of Spring, the **Furniture Warehouse** had an amazing month with a **78%** increase in sales compared to last March. **Qualicum Beach** and **Parksville Thrift Stores** beat last March's sales by **20%** and **13%**, respectively and the **Boutique** came in at **6%** higher than last March.

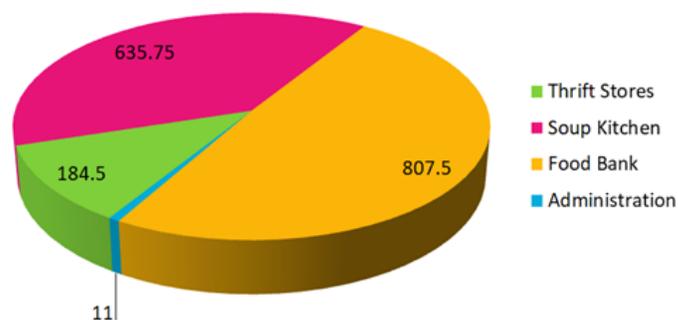
Overall for the year, the stores increased sales by **8%**!

Well done team!

9 new volunteers attended orientation sessions at the Food Bank and **13** at the Soup Kitchen.

In **February**, **120** amazing volunteers offered a total of **1638.75** hours of work. **That's 86.25 hours per workday – the**

February 2019: Volunteer Hours by Location



This means that volunteers need to be in contact with the Volunteer Coordinator or site supervisor at least twice a year to ensure that everything is working well.

You're important to us—we don't want to lose track of you!

The problem, of course, is that unless someone signs you up for more shifts, you will eventually no longer show up on the schedule or daily attendance sheets.

Skye is working on a master list of "regular" volunteer shifts so that she can contact you before your shifts run out, but this process takes time, so... **if you find that your name is not on the printed attendance sheet or online schedule, talk to your supervisor or contact Skye** so that she can sign you up for more shifts AND add you to her master list so that it doesn't happen again.

Meet the New Staff: Elaine, Kevan, and Chantelle

In March, three new casual staff members joined our team: **Elaine Deal, Kevan Ford, and Chantelle Lavergne**. Kevan and Elaine, along with Delima Rushton, will provide supervisory relief for Joan at the Soup Kitchen and Linda at the Food Bank. Their training started in early March. Chantelle has accepted a Casual Sales Associate role for the Thrift Stores. She started at the QB Thrift Store in mid-March—she will also work at the Parksville Thrift store and the Boutique as needed.

Elaine Deal grew up in greater the Vancouver area. She, and her husband Harvey, lived in White Rock for 5 years before settling in the Oceanside area 40 years ago. Elaine recently retired from the Coastal Community Credit Union, where she worked for 33 years. She enjoyed volunteering in some of the community programs the credit union sponsored over the years. Elaine has 3 children and 4 grandchildren and really enjoys working with people.



After growing up on P.E.I., **Chantelle Lavergne's** work experience took her Moncton, N.B., Kamloops, Comox and Vancouver. She is now making the Oceanside area her home. After high school, she continued her education at Oulton College and received a Diploma as a Child & Youth Care Worker. Her time in Comox was spent as a Program Leader with the Boy & Girls Club. During her educational pursuits she has worked at several retail locations which have provided her with great experience to work in our Thrift Stores.



Born in Johannesburg, South Africa, **Kevan Ford** emigrated to Canada in 2001 and has embraced much of the Canadian way – enjoying the distinct climate seasons by playing golf and watching hockey, art painting, gym and some travelling. Kevan has been a resident of Parksville for 4 years after moving from Ontario where he worked as a metallurgical engineer. Now semi-retired and running his own consulting company, Kevan is actively involved in a number of Christian ministries including The Salvation Army Soup Kitchen, Manna Society and an outdoor prayer tent ministry. Kevan says that joining The Salvation Army has opened up an opportunity to serve God and others and to bring the gospel of God's amazing love, grace and forgiveness. Through this, he has met many new wonderful people, and together they share in God's grace and eat good food!



Soup Kitchen Notes

We received many positive remarks from staff, volunteers and clients following our February clean-up – thanks again to the volunteers who made it happen!

Volunteers are kindly reminded to work within their chosen station to ensure all areas of the Soup Kitchen are covered. During service time, please stay at your station except during your break. When service is over, please clean up your station first, then help others. Thank you!

Sadly, there has been an increase in the number of individuals hanging around, sleeping, and leaving their belongings on Church (Soup Kitchen) property. We have received complaints of noise, activity, and garbage from Parksville residents. We are doing our best to manage the situation to avoid fines, or worse. One strategy is to tighten our rules on what is and is not acceptable behaviour on our property, which includes banning from the Soup Kitchen individuals who are found smoking, using drugs, loitering, and camping. It may seem a harsh, but we don't want the many to suffer because of the actions of a few.

Thank-you to the **Nanaimo Chamber Orchestra** for providing us with two complimentary tickets to their upcoming concert on April 6th. More information about the concert is available at nanaimochamberorchestra.com. Congratulations to Val from the Soup Kitchen for being selected in our random draw!

Food Bank Notes

A very special thank you all of the volunteers who are so quick to sign up on VolunteerHub when we have volunteer shortages!

[The Doig House Learning Centre](#) in Qualicum Bay has initiated a community garden, and they are charging \$25.00 for each garden plot. The money, and any excess produce, will be donated to the Food Bank.

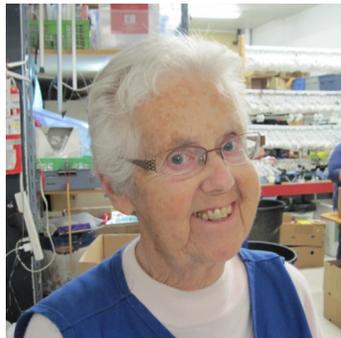
All Volunteers: if you are unable to work, you must to cancel your shift in VolunteerHub (see page 4) or contact your supervisor as soon as you know your plans have changed. Except in an emergency, you should be providing at least 24 hours notice.

Getting to Know You: Profiles of Staff & Volunteers

Roy Noble is in his eighth year working with the Mt. Arrowsmith Salvation Army as a Driver, Swamper, and Expediter. Most days, he works out of the Furniture Warehouse, but you can also find him at the Parksville Thrift Store. Roy has lived in Parksville since 1980. When he is not working, he enjoys outdoor activities like fishing, golfing, hiking and working in his yard. His yard is home to his pets: koi fish that are 18 years old! He enjoys being part of the Salvation Army team because he sees his work as helping out the community. He likes to make people laugh – to bring a smile to their face and put some hope in their heart. As part of his job, Roy says that he gets to see the “haves” and the “have-nots”, and he reminds us all that at the end of the day, it’s our health that matters, not the money in the bank.



Originally from England, **Marion Burnham** moved to Canada in 1960. She settled in Qualicum Beach in 2003 and began volunteering with us at the Qualicum Beach Thrift Store in 2008. When she moved house to Parksville in 2014, she also moved to the Parksville store.



While working on the floor of the store tidying shelves, Marion enjoys interacting with shoppers by answering questions and getting to know the regulars. According to Thrift Store Manager Dave Burns, Marion is the “Christmas guru. She waits for Christmas with baited breath. She lives for Christmas.” This year, she was in the store every day to tidy the seasonal display and put out new stock. In the past twelve months, Marion volunteered with us for over 200 hours!

Marion loves to travel, and she and her husband Noel enjoy cruising. In addition to working for us, Marion also volunteers in the tea room at Milner Gardens. She reports that the rhododendrons are just about ready to burst, and so you should make plans to visit in late April when the gardens are in full bloom.

If you would like to be featured in a future newsletter, please send a short story about your experience with the Salvation Army and a picture to operations@parkvillesalvationarmy.ca.

VolunteerHub: Cancelling a Shift

Cancelling a shift in VolunteerHub is easy, and the sooner you do it, the sooner someone else can sign up to fill the vacancy. It’s also more reliable than verbally informing Skye or a site supervisor: if you casually mention that you’re taking your pet alpaca is scheduled for her annual haircut three weeks from now, our busy staff might forget that they need to log in and cancel your shift. **If you’re not able to use VolunteerHub, you should send an email or leave a written note with Skye or your supervisor.**

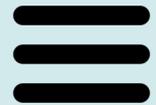
To cancel a shift in VolunteerHub:

- Sign into VolunteerHub as usual.
- Click on “My Schedule” in the top right-hand corner –OR– click on the “hamburger” button and then click on “My Schedule” in the menu that appears.
- Find the shift you want to cancel and then click on “CANCEL REGISTRATION”.
- Confirm your cancellation by clicking “NEXT”.
- If you see the “Cancellation Complete” message, you’ve successfully cancelled your shift!

Download detailed instructions at:

<https://parkvillesalvationarmy.ca/volunteers/CancellingShift.pdf>

This is a **hamburger button**, also known as a “collapsed menu icon”. It’s made up of three horizontal bars. It is frequently used on mobile websites where screen space is limited. Click on it to reveal a hidden menu.



Superheroes Assemble!

Stepping up. Serving others. Offering yourself. Using your gifts for good. Building community. This is what volunteers do, and this is what makes them superheroes.

We want to celebrate our superheroes, so on Tuesday, April 9th, volunteers are invited to dinner at the Quality Resort Bay side. Doors open at 5:15 PM; dinner and our program will begin at 6:00 PM.



RSVPs are required.

[Sign-up on VolunteerHub](#) or contact Skye by 11:00 AM on Thursday, April 4th.