

Mt. Arrowsmith Salvation Army Team Newsletter

February 2019



Giving Hope Today

Updating the Territory's Core Values



In her New Year's address, Commissioner Susan McMillan announced the new Core Values for The Salvation Army Canada and Bermuda Territory: hope, service, dignity, and stewardship. In her address, Commissioner McMillan affirmed that "values are at the heart of what our organization stands for in the world. They help us determine if we are on the right path. They are grounded in Scripture and God's call upon our lives." The values are intended to be coupled with and reinforced by our Mission Statement: "To share the love of Jesus Christ, meet human needs and be a transforming

influence in the communities of our world." Both staff and volunteers are partners in this mission and are expected to behave in ways that are aligned with the mission and values.

The Commissioner also extended her gratitude to employees, volunteers, officers, and friends of the Army for their hard work over the Christmas season. "Christmas is a time when we can bring joy to the world: the message of the birth of our savior Jesus Christ coupled with that practical hope that comes with being able to have a roof over your head, put a meal on the table, and give your children a gift under the tree. Those are the things we want to bless people with, and it 's been a blessing to share Christmas with so many people this year."

You can view the Territorial Commander's Annual New Year Address online at <https://salvationist.ca/newyearaddress>. The introduction to the new values, including an explanation for why they were updated and what they mean begins at 0:38:00 minutes.

Meet the New Business Manager: Bonnie Brown

Bonnie Brown joined the Mt Arrowsmith Salvation Army team in the newly created Business Manager role in December. Bonnie is responsible for managing the business activities of the Ministry Unit, including; finance, human resources, administration, IT, premises, and thrift store retail. She also assists in overseeing the management of community services, including; volunteers, the soup kitchen, and the food bank.

Bonnie comes from Edmonton, where she began her career in retail, and progressed to administration roles in property management and education. After completing a degree in Business Management, Bonnie moved to Australia, where she lived for 14 years and worked in business and operational management roles for several non-profit organizations.

Bonnie recently relocated to Parksville to be close to family and to explore the beautiful west coast island lifestyle. Bonnie loves dogs, and enjoys swimming, walking, yoga, meditation, and curling up with a good book.

Bonnie understands first-hand the true value of volunteers, having volunteered in many capacities and having worked closely with a large number of volunteers at Red Cross. She has very much enjoyed meeting many of the staff and volunteers and looks forward to getting to know everyone.



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**

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Health & Safety Committee

The Salvation Army regards its team members as the most valuable resources in the organization. We are firmly committed to providing a safe and healthy work environment through a proactive improvement process.

Health and safety in all ministries is a shared responsibility. The Salvation Army, management, officers, supervisors, employees, volunteers, clients, visitors, contractors and subcontractors all have roles and responsibilities to work together to continually strive for health and safety excellence.

Pat Maloney, Employee Relations Administrator, is putting together an Occupational Health & Safety Committee for our unit. The committee will consist of one representative (employee or volunteer) from each location in Parksville and Qualicum Beach. The representative's role is to attend monthly meetings and work with staff and volunteers in their location to support a proactive approach to health and safety.

Dave, Joan and Linda have been asked to seek out committee representatives from their areas. **Please speak to one of them by March 4th if you are interested in participating.**



Food Bank News

Announcing the New Permanent Food Bank

Coordinator—As of February 25, 2019 **Linda Cherewyk** has accepted the fulltime permanent Food Bank Coordinator position. Linda has been volunteering with the Salvation



Army since 2005 in different capacities. She was at the soup kitchen for 10 years, and then moved to the food bank, where she has volunteered and worked on a casual basis. Linda is proud to come on board as a full-time employee.

Link2Feed—The food bank has implemented a new client management system. All clients, including any employees or volunteers, who utilize the food bank must re-register. You will need to provide: photo ID, proof of residence, proof of income, and all bills. There are no exceptions.

Link2Feed is being adopted by all Salvation Army Ministry Units across the country. It is already used by over 3300 organizations in Canada, the United States, and the United Kingdom. You can read more about the update at: <https://salvationist.ca/corps-ministries/corps-life/family-services/link2feed/>.

Soup Kitchen News

A big **thank you** to Joan and the volunteers who scrubbed the Soup Kitchen from top to bottom and reorganized everything this month. Great job—the soup kitchen sparkles!

Our recruitment for the casual Soup Kitchen/Food Bank relief position continues and we will have more news on this in March. If you are interested in this position, but you missed the opportunity, please call Pat ASAP at the office.

A another big **thank you** to our dedicated, long-term volunteers and some new volunteers who have recently joined our team we are pleased to advise that the **Soup Kitchen will reopen on Tuesdays in March.**

Soup Kitchen Volunteer shifts are Mon, Tue, Wed and Fri, 7:30-11:00am and 10:30am-2:00pm.

Lunch will once again be served from 11:00am to 1:15pm.



Thrift Store News

In February, Bonnie Brown, Business Manager, met with the Thrift Store Staff to outline and discuss the Ministry Unit's Vision for Change.

Working with the thrift store teams and an external Thrift Store specialist, Bonnie and Dave Burns, Thrift Store Manager, will review and refresh the production best practices for all stores and redesign the Parksville Thrift Store to maximize floor space, invigorate the store, and generate excitement.

Training and production will commence in March, followed by store planning and redesign in April. Watch this space!

WHAT'S NEXT?

Christmas Kettle Volunteers

More than **170** Kettle Bell Ringers volunteered **860** hours of their time to raise **\$82,000** during the 2018 Christmas Kettles Campaign (+ an additional \$9,000 raised online!).

Thank you!

We really enjoyed meeting you and we loved the costumes, pets and showcase of musical and vocal talents. It was great to see whole families participating and getting to work with our Local Rotary Clubs, Oceanside Generals Hockey Team and the Inclusion Day programs.

We held a volunteer appreciation lunch on February 28th, with **80** volunteers in attendance. The room will filled with lots of smiles, applause and even a few hugs.

As many know, we need more volunteers this year and we are working on this. A special shout out to those of you who did more than their fair share of shifts!

VolunteerHub—Tips

What to do when VolunteerHub wants you to update your profile before signing up for a shift

You've managed to log into VolunteerHub and find the perfect shift. You've just clicked on "sign up", and suddenly, instead of receiving a cheerful confirmation message, you see this: "User Review. Please review your profile for accuracy before continuing with the event registration." How frustrating!

SIGN UP

Please review your profile for accuracy before continuing with event registration.

* indicates required field

VolunteerHub has a number of mandatory fields – boxes that must have information in them in order to proceed. Usually, we all enter this information when we sign-up online. If we miss something, VolunteerHub won't let us finish creating our account, so all the mandatory information is entered at that time. Then why are you now being asked to enter more mandatory information when you're signing up for a shift? VolunteerHub is a work in process, and occasionally new mandatory fields are added that existing users need to update. This feature can be used as a prompt for annual review for volunteers to verify their contact information.

Regardless of why you're being asked to update your profile, the solution is to carefully review your information for accuracy, fill in any blanks, and then resubmit the form. Tip: if you can't find anything that needs to be updated, try entering your birthdate. For some reason, this seems to resolve the problem for some users.

Dates to Note

Save the Date

March 18th to 29th—Spring Break

April 9th—Volunteer Appreciation Dinner Stay tuned for an announcement with details!

April 19th—Good Friday: All locations closed for statutory holiday. Service at the church at 10:30 AM.

April 21st—Easter Sunday

Current Job Postings

Mount Arrowsmith Salvation Army currently has two employment opportunities available:

Casual Community Ministries Worker—To act as relief supervisor for the Food Bank and Soup Kitchen.

Casual Sales Associate—To provide relief / on call customer service support at the Parksville Thrift Store.

For more information on these postings, visit our website at: <https://parksvillesalvationarmy.ca/news/employment-opportunities/>

T-4s Now Available in UltiPro

T-4s became available in UltiPro on February 22. You can access your T-4 in UltiPro by going into your profile, select **Year-End Slips** from the top menu. Click on **2018** and print your T-4. Should you have problems please call or

| Company | Year | Form Type | Province Of Employment | Payment Source | Report Type | Date Distributed |
|--------------------|------|-----------|------------------------|----------------|-------------|----------------------|
| The Salvation Army | 2018 | 14 | British Columbia | | Original | 2/22/2019 2:13:41 PM |

Facts and Figures

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

Soup Kitchen fed **1,193** people in only 12 days

Food Bank supported **284** families (ranging from 1 to 9 people) with groceries

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

Women's and **Men's Ministries** hosted **8** women (and supported the Ascension Church Baby Shower) and **7** men per week during the month

Despite "snow-mageddon" earlier this month, the **Furniture Warehouse** had a bumper month with a **45% increase** in sales compared to last February. The **Sally Ann Boutique** had slight a increase over last year and sales were down just a bit at the **Parksville Thrift Store** and the **Qualicum Thrift Store**, but Spring and a vision for change are just around the corner to help boost sales!

Getting to Know You

Starting this month, we would like to feature one employee and one volunteer in our newsletter. To kick this off, we thought it would be nice to start with some of the longest standing members on our team. 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@parksvillesalvationarmy.ca.

Kerri Lipsack joined the Mt Arrowsmith Salvation Army Thrift Store team in 2000, when the store was located in French Creek on Wembley Road. For nearly 20 years, she has helped by tagging donated items for sale. The favourite part of her job is pricing, organizing and putting the music on the shelves.

Kerri moved to Parksville in 1994 and says that her favourite thing about living here is all the wonderful people she meets. She has family nearby, with her parents in Parksville and an older brother in Victoria.

Kerri loves bowling, curling, swimming, and of course hanging out with her boyfriend, Geoffrey. She is competing in the provincial Special Olympics in curling next week and will compete in swimming in the summer Special Olympics. Kerri is also an avid cyclist – you have likely seen Kerri riding her bicycle all around town.

Kerri was thrilled to be chosen as the first employee feature in the newsletter and she responded in her usual warm, friendly way. Kerri is a hard worker and is punctual, except maybe when there's a snowstorm!



Long-time volunteer **Leonore Briere** began volunteering at the Soup Kitchen in 1994. After her husband passed away, she started coming to the Soup Kitchen for lunch to get out of the house and was soon helping with clean-up. She used to volunteer three days a week (and then four days a week when service on Tuesdays was added), but she's now enjoying her semi-retirement and can be found at the Soup Kitchen early on Monday mornings doing Set-Up.

Leonore has lived in the Parksville area since 1983. She does a lot of walking, and she walks her neighbour's dog twice a week. She also enjoys reading. When asked why she decided to volunteer, she replied, "God called me to do it," and that she enjoys helping. Leonore also worships with the Salvation Army on Sundays, and this year, we'll be recognizing her twenty-five years of service as a volunteer!

Notes from the Admin Office

NAME TAGS—A friendly reminder to all team members: **name tags are mandatory for all staff and volunteers while working at our ministry locations.** Here's why:

Wearing your name tag is a gift to others – it's an invitation for friendliness and a tool to build fellowship. It puts others at ease because they don't need to feel about having forgotten your name, and it humanizes you.

Wearing your name tag promotes safety– it's a visual indication to others that you "belong". If someone isn't wearing a name tag, they shouldn't be in staff and volunteer-only areas like behind the till or in the kitchen.

Wearing a name tag creates accountability – it allows customers and clients to provide relevant feedback (good and bad!) to supervisors, lets donors know that they can trust us with their donation, and lets clients know that we're there to help.

Wearing a name tag reflects our core values of hope, service, dignity and stewardship.

Skye issues photo name tags for staff and volunteers, so if you don't have one, please contact her to request one.

THRIFT STORE DISCOUNT CARDS—Do you know about our thrift store discount cards for volunteers & employees? **Don't have a card?** If you have offered 20 hours of volunteer service, you're eligible, so please contact Skye and request a card. **Has your card expired?** The discount card can be renewed if you have served at least 50 hours in the last 12 months. Contact Skye to see if you qualify and then she'll prepare a new card for you. In the past, cards were sent out routinely, but since not everyone wants a card, for the time being, **Skye is asking staff and volunteers to request a card or renewal.**

