

THE GOODWILL GAZETTE

NOVEMBER 2021

LETTER FROM MR. SHELFER, PRESIDENT & CEO GOODWILL INDUSTRIES-BIG BEND



FRED SHELFER, JR. CEO

We are entering the last few months of 2021, a most difficult year. We are fortunate not to have lost as others did due to the virus and actually prospered this year even though we have been short-handed. This month we set aside a day for Thanksgiving and there is much to be thankful for. Many retailers are suffering or have gone out of business. We are one industry that is still relevant. More and more people are discovering the value to be found in re-purchasing products thus cutting waste and stretching the dollar. Our stores have prepared for this opportunity and it is reflected in our sales.

We should be ever mindful that our retail is a means toward an end. Providing opportunities to the less fortunate is the reason we exist. Our mission services department has felt the restrictions of the Covid epidemic and while we have provided virtual services the person-to-person training has yet to return to its previous levels. We are now making arrangements to again meet the public and hopefully will soon be the answer for those who seek to improve their lives through gainful employment.

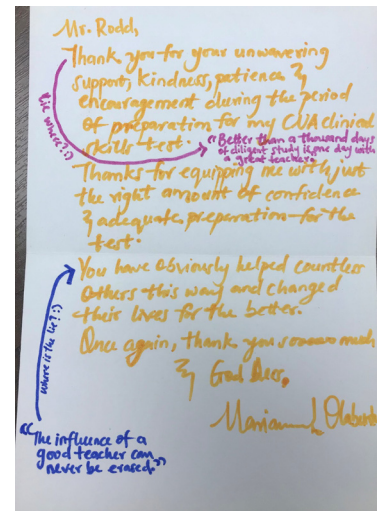
EXECUTIVE CORNER

Stacy Larkin, VP of Mission Services and her team have been busy with, among other things, preparing the Career Training Center in Thomasville, Ga. Two weeks after their soft opening, the Thomasville CTC has placed 3 applicants with new jobs. WAY TO GO!



Throughout our territory, all CTCs are open and welcoming virtual and in-person applicants. Want to learn more about our “Why” here at Goodwill? Visit www.goodwillbigbend.org/careers-and-training/.

The letter shown is a testament to our amazing staff at the Prosperity Center. It reads, “Mr. Rodd, Thank you for your unwavering support, kindness, patience and encouragement during the period of preparation for my CNA clinical skills test. Thanks for equipping me with just the right amount of confidence and adequate preparation for the test. You’ve obviously helped countless others this way and changed their lives for the better. Once again, thank you sooooo much and God Bless.” Rod, keep up the good work!



SAFETY SECTION

DID YOU KNOW?

Did you know that the Consumer Product Safety Commission issues over 900 recalls a year!

Recalls are issued for products that are deemed unsafe for use by consumers. A recall could be issued for anything you purchase at a store; Children's books, bar stools, vinegar and oil cruets, medication, or even that shiny new ATV!

The Consumer Product Safety Commission (CPSC) makes all recall information accessible to consumers. That means YOU.

Just go to cpsc.gov, and click on the Recalls button. You can even sign up to have new recall alerts sent right to your inbox!

It is important to remember that the CPSC urges consumers NOT to use recalled products. You are entitled to a full refund, a kit to repair the product, or a replacement for the recalled item.

NOVEMBER WORD SEARCH



BACCARAT
BEGGAR MY NEIGHBOUR
BEZIQUE
BRAG
BRIDGE
BUNKO
CANFIELD
CHINESE PATIENCE
CRIBBAGE
DEMON
ECARTE
EUCHRE
FAN TAN
FARO
FISH
FREE CELL
GIN
GRAB

HEARTS
HIGH LOW
KLONDIKE
MISERE
NAO
NEWMARKET
OMBRE
PINOCHLE
PIQUET
RED DOG
SEVENS
SKAT
SOLO
SPADES
STOP
STUD POKER
THE CLOCK
WHIST

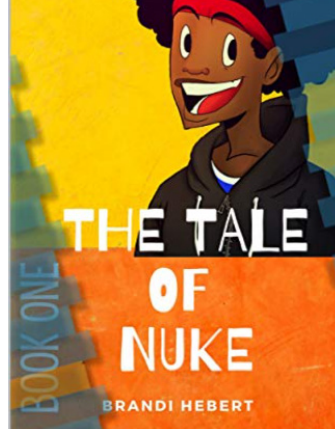
EMPLOYEE SHOUT-OUTS



Christopher Hayes has been granted the Outstanding Employee Award from Respect of Florida. For the past 7 years, he's been working as a custodian for Goodwill Services at the NW Florida Beaches International Airport in Panama City Beach. He has overcome communication barriers and had to learn his duties from scratch. Congratulations, Chris!



We are happy to have a new hire, Starletta Wilson! Star is a wonderful addition to the Goodwill Family. She is an incredible testimony to the power of work and second chances.



Brandi Hebert, a Career Training Specialist at the Prosperity Center in Tallahassee is also a published author of the short novel series, "The Tale of Nuke." You can find this book on Amazon – check it out!



Dwight Dukes was awarded Employee of the Year through Respect of Florida! Way to go Dwight!



Everyone enjoyed the Employee Appreciation Day and getting to dress up and have fun with customers!

CARE CORNER

MEMORIAL

We are sad to announce the death of long time employee, Tom Thornton. For the last 17 years, Tom was Goodwill's purchasing agent and our "Yes" man. Lisa



Land, VP of Contracts, highlighted Tom's dedication to his job through his involvement in projects ranging from hanging signs at new stores, to helping with Goodwill's Annual Golf Tournament. Tom's friendship and fun-loving spirit will be missed. We send our love and prayers to Tom's family and closest friends.

UPCOMING EVENTS

NOV. 1st - Goodwill Annual Golf Tournament - This event was held at the Golden Eagle Country Club, and it continues to be our largest fundraiser of the year. All proceeds from the event will be poured directly back into our Mission!

GOBBLE, GOBBLE! It's time for GIBB's Annual Thanksgiving Luncheon. The week before Thanksgiving, 11/15-11/19, we encourage each of our locations to host a potluck meal. Be on the look-out for more details! Let's Eat!

GOODWILL'S FIRST CLASS SERVICE IN ACTION

Working in customer service is not always easy. New employee, Ashley, learned this last month on her second day working as a cashier at the Goodwill Outlet Store in Springfield. When Ashley told a customer that her total was \$88, the customer got mad and started cursing and getting loud. Ashley told the customer that if the total was too high, the customer could pick out what she wanted, and Ashley would put the other stuff back. Other customers told the lady to calm down as well because that was her total, and Ashley was just doing her



job. The customer became so angry that she picked up a red, hard plastic cup and threw it at Ashley. Ashley did not get mad, she politely said, "ma'am I am not going to continue to ring you up," and the lady left the store. Ashley was told by the other customers in line that she handled herself professionally.



Happy Birthday To All Our November Birthdays

Salina Gregory	11/1	William Coker	11/15	Helen Ross	11/25
Pamela Barclay	11/2	Scotty Scott	11/16	Steven Rothrock	11/25
Jeffery Shaffer	11/2	Treasa Gray	11/17	Kimberly Gay	11/26
Selena Fernandez	11/3	David Laguna	11/17	Jason Hayford	11/26
Belle O'Connor	11/3	Melissa Lovretich	11/17	Anthron Brocks	11/27
Victoria Anderson	11/4	Dexter Williams	11/17	Carolyn Haddock	11/28
Antonio Aseniero	11/4	Clair Laba Ragans	11/18	Ramon Chicas	11/29
Bethanie Peoples-Jeffery	11/4	Demetrius Lambert	11/18	Heath Gilliam	11/29
Kadin Reaves	11/5	Mary Melvin	11/18	Abraham Nicholson	11/29
Melanie Barber	11/8	Chance Penton-Filer	11/18	Lanita Valcke	11/29
Isiah Cooper	11/8	Tracey Stinson	11/18		
John Frink	11/8	Susan Hildebrand	11/19		
Martha Sastre	11/8	Patricia Klein	11/19		
Hayden Church	11/9	Micah Williams	11/19		
Jeffery Morgan	11/9	Cedrin Preston	11/20		
Ashley Ford	11/10	Tashunda Brundage	11/21		
Catherine Patterson	11/10	Jackie Lambert	11/21		
Oliver Allen	11/11	Marie Vanwagner	11/21		
Lisa Gartner	11/11	Lafon Dickens	11/23		
Kimberlee Perkins	11/11	Cory Wise	11/23		
Gloria Johnson	11/12	Tara Smiley	11/24		
Aaron Mayer	11/12	Leroy Davis	11/25		
Amanda Scott	11/12	Mckenna Knowles	11/25		
Hannah Cobb	11/13	Angela Mitchem	11/25		

Happy Anniversary

We appreciate your dedication and hard work every day!

Stacy Murray	29	Jennifer Shelton	1
Star Ros Smith	20	Melissa Lovretich	1
Bobby Fields	17	John Medlock	1
Donna Jernigan	17	Michelle Carpentier	1
Daniel Schrock	16	Randall Curtis	1
Donna Ballard	14	Ernestine Martin	1
Carlos Pamias	13	Paula Kay	1
Debra Daniels	11	Jimmy Bassham	1
Cheryl Regna	8	Natalie Hayes	1
Catherine Morgan	8	Micah Ross	1
Leon Cooper	7		
Leroy Davis	5		
Dennis Colson	5		
John Devatt	5		
Ji'Varis Harley	5		
Landon Rush	5		
Lafon Dickens	5		
Chariot Smith	4		
Ernest Cyphert	4		
Victoria Shirey	4		
Kathy Overman	4		
Chetwin Jackson	3		
Kristopher Williams	3		
Pamela Barclay	3		
Stanley Honour	2		
Andre Robinson	2		
Sarah Zeigler	1		
Terry Griffin	1		