

# THE GOODWILL GAZETTE

MARCH 2022

## Letter from Mr. Shelfer, President & CEO, Goodwill Industries - Big Bend



**Fred Shelfer, Jr. CEO**

First and foremost, I want to say that the Covid numbers in North Florida are dropping so now I can finally talk to you about other things. The one I want to address is our transportation department. Under Fred Watford the department has increase revenue by over 61% and at the same time decreased cost. That is a tremendous help to the organization because transportation is a necessary expense to support retail and the lower the expense the more money to go to support our mission. Also, the department has shouldered a greater percentage of the administrative cost over the past few years, another plus for the Goodwill.

To service all our stores, ADCs, and donation boxes requires a great deal of

coordination and while at times managers get frustrated when things don't go right for the most part, trucks and schedules are on time delivering merchandise and supplies.

Fred leads his team and works as hard as any other employee in transportation which is why his people stay with him for years and perform at a high level.

My hat is off to Fred and the transportation team, and I ask that the next time you see our truck pull up you thank the driver for the hard work and prompt service.

Sincerely,  
Fred Shelfer, Jr.  
CEO



**Thank you to the retail team for sending this "Good" gift to Fred Watford last week.**

## EXECUTIVE CORNER

### 600 Scholarships Available to Help Improve Your Computer Skills!

Did you know that Goodwill offers scholarships for six different online Google and Facebook digital skills courses? That means you can take these online courses absolutely 100% for free! After you finish the course, you will get a certificate of completion from Google or Facebook!

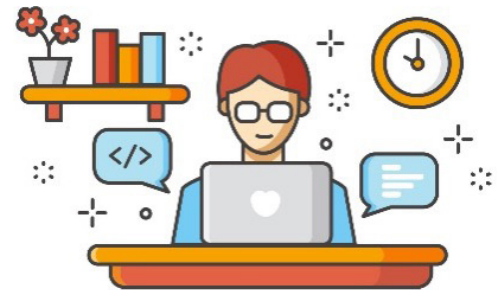


If you are interested in growing your computer skills or training for a job in Digital Tech or Digital media, think about signing up for one of our courses. It is super easy and there are only a few requirements:

- You *must* have a high school diploma or a GED.
- You *cannot* have a college degree higher than an AA or AS

## COURSES OFFERED

- Google IT Support Professional Certificate
- Google IT Automation with Python Professional Certificate
- Google Data Analytics Certificate
- Google UX Design
- Google Project Management
- Facebook Social Media Marketing Professional



**Interested?** For more information about the courses, you can head to the GIBB Virtual Career Center website at [www.gwvirtualcampus.org](http://www.gwvirtualcampus.org) and then click on the IT Careers tab. If you would like to request a scholarship now, fill out the Digital Tech Interest Survey at the bottom of that same webpage. After you fill out the survey, a representative will reach out to you about the next steps!

You can also reach out to Rick Campbell by email with any question at [rcampbell@goodwillbigbend.com](mailto:rcampbell@goodwillbigbend.com)

## THE LEARNING PAVILION

### Dillon Parrish's Success Story - January 2022 Submission

Dillon Parrish is known for his big personality and affectionate nature. In the Fall of 2021, Dillon entered the VPK Art Classroom. Coming from a smaller environment, Dillon had a difficult time adjusting to the new routine and the hustle and bustle that a pre-kindergarten classroom is known for. The Art room contains more students than his previous classroom and therefore the stimulation can be a bit more overwhelming for our sensory-avoidant friends. Trying to adjust whilst not being able to communicate posed a big issue for Dillon, and as such he began to lash out at his peers and withdraw from his teachers when prompted to engage in activities that he didn't like. At morning drop-off, Dillon would often run towards the car instead of towards the building as he could not verbally communicate that he was feeling overwhelmed.

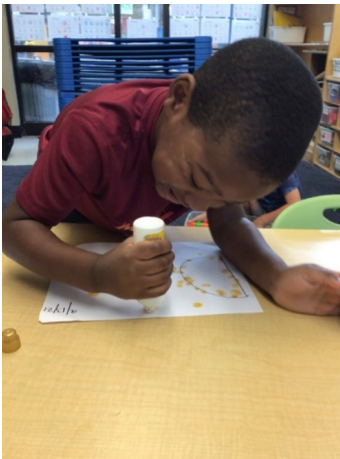
Due to COVID-19 precautions, face-face communication was a challenge and creating an action plan on how to better assist Dillon required some creativity. Together, his teachers and therapists were able to utilize our ProCare app and frequent phone conferences to find different tools that could aid Dillon in being more comfortable at school. We began using noise-cancelling headphones during loud activities such as music and movements, soft stuffed animals during transition periods, and visual schedules so that Dillon could anticipate which activities would occur next. Our administration also informed Dillon's parents of the Family Empowerment Scholarship, which Dillon's family now utilizes for additionally therapy. Dillon is currently enrolled in Speech and ABA therapy through our independent contractors; this incorporation of services had aided Dillon in truly thriving in VPK.

With patience and a loving team of therapists, teachers, and of course, parents, Dillon has shown to be a great success story for the VPK Art classroom. Dillon now happily runs through the front door at drop-off and excitedly enters his classroom with a big smile! His verbal and non-verbal communication skills have greatly increased. Mrs. Avion, his teacher, states "Dillon is a pleasure to have in class. He is always reaching out for hugs and we love his silly personality." His ABA therapists, Ms. Yami & Ms. Lauren, both have noted an exponential increase in his vocabulary, noting that he can now unprompted ask peers to share and can label items without being asked. Dillon's true potential has been unlocked through the right academic program paired with the right therapy program. He has officially adjusted well into his new environment and functions throughout the day with little redirection. Dillon participates in circle time and responds to questions being asked. Dillon loves outside time and people and, his most favorite, blocks. As a team, we love Dillon's fun personality and silly smiles that he shows us each day and we are excited to see how he continues to grow before entering Kindergarten.

## THE LEARNING PAVILION (cont.)

### Parent Testimony: Camiesha Smith (Mom)

When Dillon first started, he had the words but was not using them functionally. Now, Dillon is, more often than not, using multi-word sentences. Additionally, because he was having great difficulty communicating, Dillon would often be frustrated, naturally, and he would be inclined to hit, bite, have meltdowns and often had lengthy tantrums. Now, having the tools to regulate his emotion, Dillon finds ways to express his displeasure in a non-physical way. His communication is much better! Dillon is always so happy to come to school! Although we can't see everyone at school each day due to the COVID-19 precautions taken, we can see it daily at home. We don't always need to know what he is working on at school because he can tell us at home. We appreciate you all, and know that each of you have contributed to Dillon's success.



*Dillon engaged in name dot activity*



*Dillon painting with a peer*



*Dillon smiling with his teacher*



*Dillon and his sister, Danairys*

## CARE CORNER

### Drug and Alcohol Facts

Drug and alcohol addiction are chronic diseases characterized by substance seeking and use that is difficult to control, despite harmful consequences. However, drug and alcohol addiction are treatable disorders that can be successfully prevented and managed. Educating yourself about the dangers of drugs helps prevent abuse.



### Prevention Tips

1. Avoid temptation and peer pressure.
2. Take into account risk factors like family history of mental illness and addiction.
3. Learn stress management skills that can help you overcome life stressors.
4. Focus on goals and dreams for your future.

### Treatment Information

The most important component of treatment, also called recovery, is preventing relapse. Treating substance abuse requires treatment in a rehabilitation (rehab) program and depends on both the person and the substance being used. Treatment often includes individual and group therapy. It also provides strategies to cope with drug cravings and ways to avoid relapse.

If you or any of your loved ones experience a substance abuse problem please contact SAMHSA's (Substance Abuse and Mental Health Services Administration) National Helpline, 1-800-662-HELP (4357), via text message: 435748 (HELP4U), or TTY: 1-800-487-4889. It is a confidential, free, 24-hour-a-day, 365-day-a-year, information service, in English and Spanish. This service provides referrals to local treatment facilities, support groups, and community-based organizations.

### 5 Stages Of Addiction

When clients need a branding, a website or a social media strategy, it requires a clear design process. A client who understands the basics of this process will appreciate what happens at each step.

#### First Use

The first step to addiction is trying the substance. It can be as fast as taking the first drink or smoking a cigarette.

STEP 01



STEP 02

#### Regular Use

As people become regular users, they begin to display a pattern. The substance becomes more important in their lives.

#### Risky Use

As use deepens, people begin to exhibit dangerous behavior, such as driving under the influence of the substance.

STEP 03



STEP 04

#### Substance Use Disorder

At this point, individuals cannot function in daily life without their substance of choice. People with addiction may lose their job, drop out of school and even face homelessness.

STEP 05



## SAFETY

### March is Brain Injury Awareness Month

Brain Injury Awareness Month promotes safety and prevention, and sheds light on the realities of living with an acquired brain injury.

3.6 million Americans sustain an Acquired Brain Injury (ABI) each year. 2.8 million of those are a type of injury known as Traumatic Brain Injury or TBI.

Brain injury can happen to anyone, anywhere at any time! Falls, vehicle accidents, bike accidents, electric shock, substance abuse and stroke are just some of the causes of brain injuries.

Prevention is the ONLY cure! Following all safety precautions while performing a task at work OR at home is essential! 47.9% of injuries are from FALLS, 17.1% are from being struck by or against something. So, wear that bike helmet, slow down, and don't get distracted! It only takes a second to become a statistic.



## DIB (Diversity, Inclusion and Belonging) Task Force



Last Friday, February 11th we hosted our first Lunch and Learn event. Food, fun and great discussion on the power of diversity in today's workforce took place among the attendees. As guest speaker, we invited Paula Debose Johnson. Paula served in a previous roll as an AmeriCorps capacity and is very familiar with our Goodwill mission. It was extremely important to kickstart our Lunch and Learn initiative talking about the importance of diversity in the workplace. Diversity helps teams improve and increase their profits, productivity, creativity, problem-solving, customer service, and professional development. To create a more inclusive and modern work environment it is necessary to define diversity in the workplace around three core concepts: Belonging, celebrating differences, and respect for each other. Here at Goodwill, we strive to create an

environment where people feel like they belong. That's the core of what this work is all about. We also think about diversity as another way to recognize and celebrate our individual traits.

### DIB Task Force

**Diversity** is having a seat at the table, **inclusion** is having a voice, and **belonging** is having that voice be heard. -Liz Fosslien

Our mission is to provide a safe and respectful workplace that promotes trust, compassion, and belonging.



## WORD SEARCH

### March Madness Word Search

N V I C T O R Y A X J E D X U C A V A U W J I K  
 G A F Q T E D D J O H W U Y Y E W K J J D F P A  
 J K I T A S U J B B D H C A O C Z Z C Q X F W O  
 S T A D I U M D H P X E L B B I R D P R S A C L  
 U U Z E D F K U Y D I S K L A C K Z V J O Z F M  
 Y D T C R A O N T Y T O U R N A M E N T V C W A  
 N A R I R E T E L H T A V R D S F C B N B H W M  
 I T M O B B R A C K E T S C K I H Z A L H A C J  
 Y E S N E F E D U A Q H J M O B O N S V B M Z L  
 I S S F V Q W H P T I R I P S P Z O K T W P L Q  
 J Z B A J Z H W Z V E Z L V L R M N E D E I Y L  
 B Y V J V N O T Q K A V T K D A P V T X Y O E K  
 E T E H Y C W X E A T X M P V C L Y B A B N Z U  
 Z B T K C A Z H Q U T O U Y W T I C A W S S V U  
 Q B G J O T W P Y B E B I C U I B Q L N N H O N  
 Y Y W I H S X C L W N I S W N C R Z L W Q I H X  
 X E M L C J I T F R D B A A I E E V X S E P X Z  
 B G D A O M A Y H L A N N Q V K F G K U Y S E S  
 G E P N I I J A O Q N F M K E X E P N E C O Y A  
 Y L K O F S Y R X B C D Y O R S R W W Q Q S R K  
 S L T I U D V V Y K E J G D S E E T I R Z W M Z  
 B O V T F W D E S N E F F O I B E I R M Q P B K  
 A C H A P Z E F X H H I G M T O E F D U I S A P  
 F K N N X P U E J F L U O F Y N U R P F B F Y J

- |         |            |            |              |
|---------|------------|------------|--------------|
| STADIUM | REFEREE    | COACH      | DEFENSE      |
| OFFENSE | VICTORY    | UNIVERSITY | TOURNAMENT   |
| SPIRIT  | PRACTICE   | NATIONAL   | GYMNASIUM    |
| FOUL    | DRIBBLE    | COLLEGE    | CHAMPIONSHIP |
| BRACKET | BASKETBALL | ATTENDANCE | ATHLETE      |

## Employee Shout-Outs

My mentor is *Kathy Folsom*.



She gave me a chance when I had no retail experience at all. I had management experience with a background in the restaurant field, so this was a whole new world to me. I love what I do and the people and company that I work for. Every day is a new adventure and never the same thing. I learn more each and every day. I love being able to help people and make a difference in their lives. I love the personal growth my career change has allowed me. I

actually have a personal life and am not stressed out from pillar to post on a constant basis. Not saying there's not rough days.... but they are few and far between. Goodwill and Ms. Kathy help me to grow every day. She is always very supportive any time I call on her. She does not make me feel like I am less of a person because I don't know. Ms. Kathy guides me in the right direction, and this helps me to be a better manager. I thank and appreciate her every day. She is a great leader, and I don't mind calling on her when I need the support. I thank God for her giving me this opportunity with Goodwill. I look forward to my career and I will continue to learn under her leadership and guidance.

Thank you,  
Patricia Bringer,  
Marianna

## Employees of the Month from The Learning Pavilion



*Ms. Khaira Taylor-Maurad*



*Ms. Regan Agerton*



*Ms. Tania Himes*



*Ms. Michelle Register*



Happy Valentine's Day from the *ValP crew!*

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MARCH 2022



Derry Tate	3/1	Karlisia Brown	3/9	Wayman Favors	3/18	Kevin Jones	3/25
Jaquanna McClenton	3/3	Laura Syfrett	3/10	Dakoda Rollins	3/18	Benjamin Peters	3/25
Star Ros Smith	3/3	Sally Ghatas	3/11	Shannon Batts	3/19	John Provenzano	3/26
Pj Heckert	3/4	Shelley Holmes	3/11	Thomas Dozier	3/20	Lori Gephart	3/26
Jennifer Thompson	3/4	Austin Watford	3/12	Frances Ikeokwu	3/20	Timothy Leonard	3/26
Andrew Gill	3/5	Ave Tanner	3/12	James Byars	3/20	Johnny King	3/27
Tonya Russell	3/5	Anika Hall	3/13	Loretta Findlay	3/21	Paul Mcauliffe	3/28
Johnnie Mitchell	3/5	Carlo Medina	3/13	Gerald Lynn-Clawson	3/21	Brandon Summerlin	3/29
Chariot Smith	3/6	Joseph Fennicks	3/14	Sarah Weinberg	3/21	Brad Angleton	3/29
Nicole Bryant	3/6	Deron Cariscal	3/15	Winfred Edwards	3/21	Krista Mcleod	3/29
Danny Bell	3/6	Odali Noda	3/16	Yenia Landinez	3/22	Latoya Lamar	3/29
Stephanie Kemp	3/6	Sara Hall	3/16	Kaleb Martin	3/22	Mark Walters	3/30
John Devatt	3/8	Rhonda Puckett	3/17	Penelope Ray	3/22	Marki Dickey	3/30
Alphonso Powell	3/8	Donna Jernigan	3/17	Candace Cosby	3/23	Aldo Cedillo	3/31
Roshaun Tompkins-Wenum	3/8	Jennifer Livingston	3/17	Kristina Smith	3/23	Alina Duncan	3/31
Kalen Downum	3/8	Selena Jimenez	3/17	Bryan Frazier	3/23		
Makayla Duval	3/9	Kimberly Sineath	3/18	Jalil McSwain	3/23		
Brenda Brown	3/9	Wanda Mickel	3/18	Jenifer Ramos	3/24		



Reginald Daniels	12	Virgil Christopher	4	Sarah Donaldson	2	Kristine E. Collins	1
Michelle Register	11	Dennis A. Dube	4	Winfred Edwards	2	Merlita M. Rancourt	1
Shanti Orsini	8	Donald K. Abell	4	Mary E. Melvin	1	Kathleen D. Farmer	1
Shannon Vaughan	8	Gregory N. Byrd	4	Susan M. Hildebrand	1	Wianisha K. Carruthers	1
Gary Lipford	7	Gary A. Yant	4	James Gilyard	1	Cynthia R. Rogers	1
Andrena M. Curtis	5	Ledonrick G. Spears	4	Scott Andrews	1	Hannah M. Newcomb	1
Ian C. Pierson	5	Wayne T. Harrison	3	Tamir L. Henry	1	Mondrell D. George	1
Gerald A. Lynn-Clawson	5	Lisa A. Schulz	3	Lindsey Carroll	1	Calvin D. Pace	1
Kindrecia J. Strong	5	April L. Wheat	3	Daniel P. Miller	1	Samuel P. Treadway	1
Sonia Ruiz	5	Ella Moore	3	Kaylee A. Plambeck	1		
Quiana L. Frazier	5	Dianne Swatts	3	Jeffrey O. Brown	1		
Alissa M. Carlin	5	Loren A. Boyer	2	Laurie Frymire	1		