

Message From The President

DAVID E. OLIVER
President

At Goodwill Industries of Tulsa we pride ourselves on being an organization that has developed Strategic Plans to guide our annual activities, a Disaster Recovery Plan to assist us in recovering from a natural disaster and contingency plans to deal a wide variety of potential events. However, the COVID-19 global pandemic is not like anything we have ever dealt with before. No amount of planning could have prepared us for all of the challenges that the pandemic has brought our way this year.

In order to effectively deal with the pandemic it has required us to be flexible as an organization. The old way of doing things really does not exist anymore and our ability and willingness to change has been critical as we have navigated the pandemic. It has required us to look at our processes and ask critical questions such as:

- Are we processing goods as efficiently as we can? Do all the actions we are taking add value or can they be eliminated?
- Can we expand our mission reach by better utilizing available technology?
- Are we truly maximizing the value of the record volume of donations we are receiving?

Now more than ever it is critically important that we examine how and why we do things the way that we do. If there are better ways to accomplish mission results it is imperative for us to use this time to implement them so that we are in the best possible position going forward once the pandemic subsides.

What I can tell you is that all Goodwill team members have risen to the challenges presented by the pandemic. We have implemented numerous health and safety measures to protect us during this unprecedented-

ed time and everyone has stepped up to make certain that the work gets done in the safest manner possible. Nothing about this pandemic has been easy and I want to thank all Goodwill team members for all that you have done to keep the organization moving forward delivering mission services, despite the many obstacles that we have faced.

I am pleased to report that the final numbers are in and we did exceed our fund raising goal of \$50,000 for United Way! I want to thank all of the team leaders and everyone who organized or supported our numerous United Way fund raising efforts this year. To me it shows the true spirit of Goodwill, that even with all of the challenges this year, Goodwill team members know how important it is to support others in our community.

Let me close this month by thanking everyone for all that you have done to support Goodwill during what has turned out to be a very challenging year. I hope that all of you and your families stay healthy and that you enjoy a Merry Christmas and a Happy New Year.



Goodwill Pay Periods

Friday, November 13, 2020

Friday, November 27, 2020

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Editor: Nancy Webster, Community Relations Director

Retail Update ... November 2020

LORI MCKENZIE
Retail Director

November 2020 looked nothing like November 2019!

November 2020 Goal:
-16.2%

November 2020 vs November 2019: -17.1%

Customer Count: -25.0% Average Sale: +10.6%

I Congratulate ALL Donated Goods Retail Employees!

November continued to be a busy month for donations and stores getting product to the floor. Never knowing when that customer would be coming thru the doors; we knew we had to be ready, to make every sale possible.

With the pandemic numbers rising again in November and customers being told to stay home, **AGAIN** ... it hurt sales and making goal.

I congratulate; ALL donated goods retail employees for continuing our passion to serve our community. November; has been all hands-on deck for one reason or another and I've been so proud to be a part of a Team that hasn't stopped trying to be better. I've been so impressed; after 9 months of cleaning routines, masks and the overwhelming amount of product that the DGR Team has continued the respect for GWIT and our Mission!

December; all stores are set with their holiday department, you'll find all kinds of wares, toys, shoes and special items for your home and or gifts. We also have; holiday clothing, so please don't forget to shop for your ugly Christmas sweater. It's amazing what people will buy and then donate!



Our mission is to provide work opportunities, job training and support services for people with disabilities or other employment barriers.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1 	2	3	4	5
6	7	8	9	10	11	12
13	14	15 	16	17	18 	19
20	21	22	23	24	25 	26
27	28	29	30	31 CLOSE @ 4 PM		

December
2020



Senior Day
55+ receive 25% off total purchase



Half-Price Clothing
50% off all clothing
Holiday NOT included



Customer Appreciation Day
25% off total purchase



Christmas Day
All Locations Closed



Christmas Half-Price
50% off all Christmas merchandise

Goodwill donation centers and retail stores exist to support our mission services. Your support is what allowed us to serve more than 5,000 people last year!

Thank you for donating and shopping with us!

Let's get social! Stay connected on sales and more at goodwilltulsa.org



We were very sad to cancel our last sale of 2020; but decided it was the safest for our employees and customers. So ...**Don't forget to use your 1/2 off coupon, up to \$100.**

Expiration December 31, 2020.

>>>>>>>

*Happy Holidays & Happy New Year!!!
from your Retail Team!!!*



FALL WREATH
VALUED AT \$125



WINTER WREATH
VALUED AT \$190

ENTER FOR A CHANCE TO WIN A SEASONAL WREATH

\$2 per ticket - no limit

**Fall Wreath
Drawing: Nov. 25**



Winner of the Fall Wreath—
Ricky Whisnant, GW Job Coach



**Winter Wreath
Drawing: Dec. 11**



*Still time
to buy
tickets!!!*

Purchase tickets from Gloria, Sabrina, Pilar or Front Reception or call 918-584-7291
All proceeds support Goodwill's Employee Campaign for Tulsa Area United Way



stay CONNECTED ON SOCIAL MEDIA

Be sure to follow **@GoodwillTulsa** on Facebook, Instagram, Twitter, LinkedIn, Pinterest and YouTube to stay connected to the many activities going on at Goodwill!

- Fall Fashion + Retail Sales
- Financial Wellness
- TulsaWORKS Virtual Courses + Graduation
- TulsaWORKS new VR Order Picker Forklift Training
- Virtual Job Board + Hiring Events
- Giving Tuesday
- Recruitment for open positions at Goodwill



Holiday Celebrations and COVID 19 Precautions

Holiday celebrations will likely need to be different this year to prevent the spread of COVID-19. Avoid activities that are higher risk for spread. Consider fun alternatives that pose lower risk of spreading COVID-19.

The CDC has provided these recommendations (as it related to Thanksgiving) but may also apply to Christmas. Please make sure you check the latest CDC guidelines before then to see if they have been modified.

Lower risk activities

- Having a small [dinner](#) with only people who live in your household
- Preparing traditional family recipes for family and neighbors, especially those at higher risk of severe illness from COVID-19, and delivering them in a way that doesn't involve contact with others
- Having a virtual dinner and sharing recipes with friends and family
- Watching sports events, parades, and movies from home

Moderate risk activities

- Having a small outdoor [dinner](#) with family and friends who live in your community
 - * Lower your risk by following CDC's recommendations on [hosting gatherings or cook-outs](#).
- Visiting pumpkin patches or orchards where people use hand sanitizer before touching pumpkins or picking apples, wearing masks is encouraged or enforced, and people are able to maintain social distancing
- Attending a small outdoor sports events with safety precautions in place

Higher risk activities

Avoid these higher risk activities to help prevent the spread of the virus that causes COVID-19:

- Going shopping in crowded stores just before, on, or after Thanksgiving. If you must go to a store practice safe distancing, wear a mask, and wash your hands or you hand sanitizer often.
- Participating or being a spectator at a crowded race
- Attending crowded parades
- Attending large indoor gatherings with people from outside of your household
- Using [alcohol or drugs](#) that may alter judgment and make it more difficult to practice COVID-19 safety measures.

Goodwill Specific Holiday Information from Art Matzkvech, HR Director:

As the end of the year draws near and the holidays are approaching, I want to remind all Goodwill employees that the pandemic is still impacting our employees' lives. We have made significant strides in keeping our business going and everyone is needed to continue our push forward. With this in mind, please understand that all Goodwill employees must continue to be mindful when travelling for and celebrating the holidays. I have attached a **[Travel Tips Guide from the CDC](#)** for those who feel that they must do so over the next several weeks. It is important that the safe practices we have at work reasonably continue in our private lives in order to keep us and our co-workers continually safe when we return. As Goodwill employees, we are dependent on each other, our individual choices outside of Goodwill do impact others around us in the form of quarantines/isolations, that in turn can impact our employees' livelihoods.

On a daily basis and especially upon return from a holiday, each Goodwill employee completes a Health Questionnaire to assist us in protecting our workforce. I want to highlight two of the daily questions (below) we ask on that form, so that before we go and when we do return, or when we spend the holidays with non-household members, we

(continued next page ...)

(Safety ...continued from previous page ...)

spend the holidays with non-household members, we know what the standard is to return to work. A “YES” answer to either of these questions upon your return may impact your ability to come back to work in a timely fashion.

Have you had close contact (within 6 feet) for a prolonged period of time (15 minutes or more) with someone who has known, suspected, or possible (symptomatic) COVID-19 within the past 14 days (Including members of your household)?

☐ Yes ☐ No Date of last contact with the individual: _____

Have you traveled out of state OR to any area known to have high numbers of positive cases or substantial community spread of COVID-19 within the past 14 days?

☐ Yes ☐ No Location traveled: _____

**Please be safe and continue to practice COVID safety protocols
at work and at home during the holidays.**

Human Resources—Training Tips

JENNY NOBILE
Training & Development
Coordinator

10 Things That Require ZERO Talent

The simple fact is that we often equate success with talent. To that end, I’ve found multiple articles, social media posts, and blogs entitled “10 Things That Require Zero Talent”. Although I haven’t been able to locate the original source, let’s take a look at these behaviors that have been identified by many as the 10 behaviors that require zero talent yet have a huge impact on our success:

- Being on Time
- Making an Effort
- Being High Energy
- Having a Positive Attitude
- Being Passionate
- Using Good Body Language
- Being Coachable
- Doing a Little Extra
- Being Prepared
- Having a Strong Work Ethic



When people speak of talents, they tend to think of natural abilities that someone is born with (e.g., artistic, musical, technical, creative, or athletic abilities). In all reality, success isn’t created by talent alone though – after all, some people will squander or waste their talents by doing nothing or making poor decisions, while others (the underdogs) achieve greatness through grit and hard work.

These behaviors may not require “talent” in the traditional sense of the word, but instead I would argue that they are 10 principles that can help you stand out and be more successful in the workplace. If there’s one thing that 2020 has shown us, it’s that we can’t control what life throws at us; the only thing we can control are our reactions. By making good decisions, you’ll be able to develop and learn the necessary skills to exhibit these key behaviors. Stay tuned for our next quarterly All Employee Continuing Education training, during which we’ll dive in further.



HOLLY JOLLY CHRISTMAS

December 7th – 11th ♦ Ugly Christmas Attire Contest

Submit pictures with name and location by Midnight, December 11th to
Tiffany King, Creative Services Director
tking@goodwilltulsa.org



Prizes Awarded For

- 1st Place
- 2nd Place
- 3rd Place

December 14th – 18th ♦ Christmas Mask Contest

Submit pictures with name and location by Midnight, December 18th to
Tiffany King, Creative Services Director
tking@goodwilltulsa.org

Prizes Awarded For

- 1st Place
- 2nd Place
- 3rd Place



Friday, December 18th ♦ Company Wide

Jeans and Christmas Hat Day



VITA is Coming ...

Pandemic Time seems both slower and faster than we used to know, at least for me. Days feel like weeks... weeks feel like months. But then suddenly you turn the calendar page and it's December!

Goodwill's VITA team has planned a safe tax season starting in January 2021. Goodwill will distribute employee W-2s in the middle of the month and shortly after Goodwill's VITA team will be ready to begin the process of helping you collect and upload the tax documents you will need for VITA volunteers to prepare and file your tax return for free.

You can start the process now by setting aside a Tax Space in your home where you will put all of your tax documents that come in the mail so they are at hand when you need them. Is that Tax Space on your night stand... in a box on top of the frig...in your sock drawer? Wherever it is for you, designate that space now and tell your family where it is. That way you aren't searching for documents when tax time comes. And you won't have to ask for replacement copies which will likely be much harder to get in pandemic conditions.

Tax time will be different in 2021. But different can be better. While volunteers work on your taxes, you can spend that time doing something else. Contact with taxpayers will be by phone, text, or email this year. There are likely to be longer delays for processing paper returns and refunds by check. Efile with direct deposit will be the fastest way to get your refund. Be sure you have your current bank account information, both checking and savings, ready to upload.

A quick list of the most common items the VITA team will need to do your tax return includes:

- Banking information (for direct deposit)
- All sources of income, including W-2s, 1099s; unemployment income is taxable so watch for a 1099-G if you received unemployment; prizes and other winnings
- A photo ID (like driver's license or state ID) for taxpayer and spouse, if applicable
- Your Social Security Card and cards for each person (adults and children) on your return
- If you were a driver for Lyft/Uber/Door Dash, etc. or operated any kind of small business to make ends meet, take a look at this [information](https://www.eitcoutreach.org/rideshare/) (<https://www.eitcoutreach.org/rideshare/>)

Be well.

Modisane Kwanza,

VITA Coordinator, Ext. 249

P.S. - Also emerging from that pandemic time warp, the Financial Empowerment Center is a week away from officially opening. Congratulations to our three Counselors for successfully completing their Financial Counselor Certification Training. And please welcome our fourth counselor to the team, Eva Cevallos. She is busy training and studying at the FEC Hub.

We announce the opening to public on December 10. In the meantime, you may call 918-802-7279 for information about the counseling program and the Financial Navigator program.



Wellness Update Fall Wellness Tips

Julia Roberts Sr. HR

Fall into some healthy habits this autumn so you can feel your best and enjoy all of the activities available during the cooler months! Below are 10 fall wellness tips to keep you healthy this season. Keep reading to find out more!

Fall has officially arrived. So has the start of cold and flu season, along with the temptation to stay inside and eat comfort food. It's the perfect season to get lazy, really.

But don't give up on your health just yet. Keeping up your exercise routine, eating healthy, and resting enough can keep your health on track this fall season. It also will sustain your immune system if you continue your healthy habits through the end of the year. Ready to finish the last days of the year strong?

Here are 10 fall wellness tips to keep you feeling your best!

1. Do smart swaps on comfort foods — There's nothing like a savory, rich soup on a crisp fall day. Instead of making a calorie- rich clam chowder with cream, consider opting for a veggie soup filled with fiber-rich vegetables like spinach. Love sweet potatoes? Slather it with coconut oil and cinnamon instead of butter.

2. Consume immunity-boosting foods — As the weather gets colder and flu season starts, it's important for your immune system to be in tip-top shape. Eating healthy foods with vitamin C (like limes, oranges, | and clementines) are key to fighting off infections. Garlic, ginger, spinach, and almonds are also big winners when it comes to boosting your health and immunity.

3. Dine with your family — Fall is a perfect time to slow down. It's also a great time to regroup as a family and reconnect over dinner. Families who dine together tend to eat more nutritious meals. It also strengthens family relationships and can even help fast eaters slow down and appreciate food more.

4. Munch on in-season foods — This is time of year that beautiful vegetables and fruits make their appearance in grocery stores across the nation. Some of the nutrient- dense options to consider adding to your plate: Brussels sprouts, butternut squash, crab apples, cranberries, and turnips. Get adventurous and try a new produce item!

5. Rise and shine at the same time — As the sun goes down earlier, it can throw off your natural circadian rhythm. Try to maintain a sleep schedule of at least seven hours and keep your normal bedtime and waking hours the same as the rest of the year.

6. Drink up your H2O — As it gets colder, your body can lose as much fluid as it might in hot climates due to the high rates of energy used in colder climates. Thanks to heavier clothing, you'll sweat more. An appropriate water intake will also keep your skin supple, which can be a problem as the weather gets drier. Keep your water intake high as fall fades into winter too.

7. Minimize your sugar intake — It's easy to raid your kids' Halloween bags for your favorite treat. Before you know it, it's only the first week of November and half the bag is already gone thanks to you

Continued next page ...



Wellness Update Fall Wellness Tips

Julia Roberts Sr. HR

sneaking a treat every night. Eliminate the temptation and skip the Halloween candy discount aisle, too. Want it out of your house? You can also donate candy to the troops!

8. Sterilize your most touched items — Your cell phone, keyboard, remote, and tablet are all germ habitats. It's good to make it a habit to sanitize these areas with Clorox wipes. Throughout cold and flu season, you'll definitely want to make sure you're sanitizing these areas weekly, if not daily.

9. Keep hand sanitizer nearby — The very best way to avoid the spread of germs is to scrub your hands with warm soapy water. But if you can't do that, hand sanitizer is the second best option. Just make sure it contains alcohol as those formulas are 60–95% more effective at killing germs than non-alcohol sanitizers.

10. Schedule your annual check-up — Now is the time to set-up your annual physical you've been putting off all year. Get bloodwork and all the accompanying tests done in this calendar year to maximize your healthcare benefit.

Fall is the perfect season to slow down and take a look at your health and wellness. These tips are aimed at helping you have a healthier fall overall. Best of all, the above health tips can be easily implemented into your life starting today!

Change can be hard, so try incorporating one tip a week.

Have a happy and healthy fall!



Benefit Spotlight

Take Charge of Your Blood Pressure

Don't be afraid to ask your doctor questions. If you need treatment, sharing the decision with your doctor helps you take control of your health. Start the conversation: Ask your doctor these important questions about blood pressure:

- What do my blood pressure numbers mean? What should my blood pressure be?
- How often should my blood pressure be checked? What are all my options to control high blood pressure?
- How does physical activity and diet affect my blood pressure? Will I need to take blood pressure medicine?
- What are the side effects if I do need to take medicine? What are the consequences of not treating my blood pressure?

When facing any health decision, your doctor will fully explain your options. Once you know your options, you and your doctor can decide on a care plan that is right for you.

Meet Your Co-Workers



Meet

Quaneisha Pender

“Quannie” has worked for Goodwill since May 2020 in the Processing Department as a Utility Processor in Textiles. She says she came to Goodwill as a results of a job application. She says she enjoys seeing all the different stuff in the carts everyday. She is a Union High School sports fan in basketball. In her spare time she enjoys shopping and her idea of a great vacation would be a trip to the beach.



Meet

Erica Page

Erica or “E” as she is called has worked for Goodwill since June 2020 in the Processing Department. Erica says the best part of her job is the fact that she really enjoys all of her co-workers. She is originally from Jackson, Mississippi. She has one son. She says she enjoys pending time with him whenever she has time off, She says her idea of a great vacation would be a trip to a nice island, preferably Jamaica!!!



Meet

Eric Maddox

Eric works for Goodwill at the Garnett Retail Store as a Sales Associate. He says the best part of his job is the great co-workers he gets to work with everyday. He is a big Arizona sports fan! Arizona Football, Arizona Baseball, Arizona Basketball—all his favorites!!! Eric says if he had time off during the week he would choose to do literally “nothing”!!! Idaho is his vacation destination location of choice.

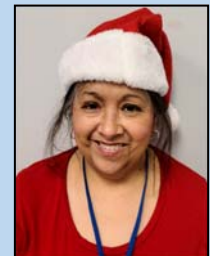


Meet

Craig Sherrill

Craig works for Goodwill in the Processing Electrical/ Mechanical Department. He says he really enjoys all the great people he works with. Craig is an OU, OSU and TU football fan, a Red Sox Baseball fan and an OKC Thunder Basketball fan. When Craig has time off he says he likes to just relax! Ireland is his vacation destination of choice ... someday, he says.

***Take a moment
next time you see
one of these
new employees
and welcome them
to Goodwill!!!***



Meet

Ellen Mize

Ellen has been at Goodwill since June 2020 and works as a Retail Sales Associate. She says she really enjoys all the people she works with. Ellen has three children and two grandchildren that she very much enjoys spending time with whenever she can do so. She says her idea of a great vacation would be a road trip with her family!

Workforce Development

Give Thanks



November New Hires

Please extend a warm welcome to our
new employees for November:

Donation Attendants: Amy Durham

Administrative: Tina Maali, Joanna Horne

Retail: Cheryl Miller, Megan Petersen

TulsaWORKS: Keenan Rodgers

Processing: Joan Barta, Austin Goudeau, Maria Hernandez-Martinez,
Timothy Jay, Makenna Loftin, Libby Lyon

January Birthdays



Prakash Wariar—1/1
Timothy Jay—1/2
Isabelle Walker—1/2
Gaylen Hoyle—1/3
Morgan McKenzie—1/3
Janta Burnley—1/4
Spencer Smith—1/4
Melvin Hildebrand—1/5
Grant Houston—1/5
Samuel Patterson—1/6
Rosemary Allen—1/7
Katrina Gail Couch—1/7
LeRoy Peratrovich—1/7
Libby Lyon—1/8
Jacqueline Kewkwe—1/10
Terry Shaw—1/11
Brook Losornio—1/12
Tina Maali—1/12
Celeste Ortega—1/12
William Outley—1/12
McKenzie Qualls—1/12
Caden Hall—1/14
Bridget Jones—1/14
Jennifer Love—1/15
Jonathan Shacklett—1/15
Ita Troglin—1/16
Shelli English—1/17
Jimmy Lewis—1/17
Art Matzkevech—1/18
Kyle Wickett—1/20
Felton Trammell—1/21
David Goff—1/22
Modi Kwanza—1/22
Anna Payne—1/22
Lawanna Arthur—1/24
Parnelia Leon—1/24
Kimberly Lynch—1/24
Vanessa Pelton—1/24
Scott Drobrinko—1/26
Gary Sivadon—1/26
Lisa Uhl—1/26
Rebecca Lay—1/27
Brent Mitchell—1/30
Kelsey O'Halloran—1/31

December Anniversaries

Congratulations!!!

Your commitment and dedication to Goodwill Industries of Tulsa is very much appreciated!!

1 Year: Dustin Barton, Suzanne Vanbeber,
Nichole Voris, Jameka Kimble, Stacy McCage,
Anna Payne

2 Years: Cierra Copeland, Larry Laird, Julia
Roberts, Billy Perkins

3 Years: Dana Jordan

4 Years: Jose Ortiz

5 Years: Megan Raleigh, Dewayne Dotson,
Debbie Hoffman

6 Years: Michael Huffman, Robert Johnson,
Lisa Borland

8 Years: Kyle Lindemann

15 Years: Jonathan Shacklett

16 Years: Liz Campbell

23 Years: Linda Smith

25 Years: Maceo Lucas

Job Openings

If you know someone who is looking for
a job, Goodwill's Human Resources
Department would like for you to refer
that person to us.

Openings are subject to change:

2800 & Warehouse—Material Handlers,
Forklift Driver, Sorters, Utility Processors,
Seasonal Categorizers, Line Feeder

Retail—Sales Associates, Customer
Service Manager, Assistant Managers

Offsite—Janitors, Floor Specialist,

Donation Attendants

Administrative—Accounting Clerk

TulsaWORKS—Job Connection Specialist

Vocational Services—Employment
Specialist, Job Coach, Program Manager

**For anyone interested in applying for
an open position:** *The Goodwill Job*

Application is available on-line at:
www.goodwilltulsa.org

