

## Great Things Happening At Goodwill Despite Virus Obstacles

It has only been one month since my last column but so much has been taking place during June that it feels much longer. I have a variety of topics to discuss with you this month so let's get started.

The life blood for any donated goods operation is receiving goods. During June we have been blessed to continue receiving a large volume of donations from the public. The final totals are not in as I am writing this but I am very certain that it will be the largest June donation total that we have ever received. This is critical so that we have sufficient product to supply our stores as we begin recovering from the sales we lost when our stores were closed. However, this is not without its obstacles. We were able to reopen our auction at 2800 in June and that has helped to free up carts to send back out to our donation sites. But that alone was not enough to keep the donation sites from becoming overloaded. To address this we have rented over twenty trailers that we are loading unsorted donations into. We have also secured the use of free warehouse space from one of our board members and have begun moving unsorted boxes of clothing into it in order to free up space in our warehouse at 2800. Both of these efforts are designed to provide the space we need in order for our processing operation at 2800 to be able to function as it is intended to. We are also actively seeking to fill open positions to bring our processing staff back to full speed. If you know someone who is looking for work that would make a good addition to our team I would encourage you to ask them to apply or give their contact information to our Human Resources department so we can contact them.

Our stores reopened on May 8<sup>th</sup> so June is our first full month of operation. I am very pleased to report that our June sales were only 0.9% below June last year and 2.7% behind our goal for the month. I want to congratulate

our store teams who in some cases are still facing occupancy limits, customers who don't want to wear a mask as required or other local restrictions. We have seen a significant reduction in our customer counts but it is being offset by a higher average transaction for those who are shopping. One of our areas of focus going forward is increasing our customer counts.

**DAVID E. OLIVER**  
President

In June we also reopened both of our Job Connection locations and began having in-person classes for TulsaWORKS Career Academy (TWCA). We also continued to maintain virtual classes and made several enhancements to our virtual job board. The month culminated with our first ever virtual graduation for our TWCA graduates.

We also launched virtual VITA to assist taxpayers that still need to get their 2019 tax returns filed. A significant amount of planning and coordination went into this endeavor but we are now up and running. Along with this we are working with the Center for Financial Empowerment Fund to provide Financial Navigators that will assist Tulsa residents with accessing available assistance programs. The site is almost ready and the navigators have been trained, so we expect to launch this service in the near future.

Also in June we became the first Goodwill to ever do their Goodwill Industries International Certification virtually. Our certification was originally scheduled to be an in person visit in late April, but that had to be cancelled. We worked with GII to develop a process that would allow this to be done virtually. After uploading hundreds of pages of documents, several conference calls and a number of zoom sessions the certification was completed. *(continued page 5 ...)*

### Pay Periods

Friday,  
July 10, 2020

Friday,  
July 24, 2020

### Birthday Cake Day

TO RESUME AT A LATER DATE ...

### Liquid Sales

TO RESUME AT A LATER DATE ...

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Editor: Nancy Webster, Community Relations Director

## Retail ... We're Back!

### June 2020 results...

Our first full month back; with all stores open for business and working regular hours. It definitely has been different; with the new cleaning regimen every 2 hours, wearing face masks and asking our customers to wear them and having to count our customers to not exceed our maximum occupancy numbers. It's definitely different!

With all the new protocols; we didn't make our month, but only missed it by -2.7%.  
Congratulations to our front-line Retail Team!

### WITH 4 STORES EXCEEDING GOAL...

#1	Broken Arrow	+6.2%
#2	Glenpool	+4.8%
#3	McAlester	+1.0%
#4	Bartlesville	+0.5%

### JUNE STATISTICS:

Number of Transactions: -20.8% or -15,814 Customer Transactions

Sales per transaction: +25.1%

**DON'T FORGET ... SATURDAY JULY 18 –**

**Back to School Sale—All clothing ½ off!**



### July Sale Days!!!

July 7—Senior Day

July 21—Senior Day

\*\*\*July 18—Back To School Half Price Clothing Sale!!!\*\*\*

July 31—Customer Appreciation Day

# Tulsa WORKS and Job Connection Virtual Firsts!

SABRINA WARE  
TulsaWORKS Career Academy  
& Job Connection Director

There has been many “first’s” going on at Goodwill Industries of Tulsa-especially in the TulsaWORKS Career Academy and Job Connection programs. These times are calling for creativity, flexibility, and courage to launch ideas and make those ideas come alive to serve the individuals who seek training and employment assistance. The TulsaWORKS and Job Connection team continues to be innovative as we have answered the call to add online enrollment to our website and online classes to our course offering while simultaneously, Job Connection established a Virtual Job Board within a matter of weeks while we were away, working remotely. This month, Job Connection and the TulsaWORKS team conducted our first Virtual Job Fair. Are you catching our theme? And that’s not all. The TulsaWORKS team held our first Virtual Graduation on Friday, June 26<sup>th</sup>. Our President, David E. Oliver was our special guest speaker along with words from Parrish McDaris-TulsaWORKS Coordinator and Sabrina Ware-Director of TulsaWORKS and Job Connection.

Goodwill Industries of Tulsa continues to be innovative so we can continue to be what is needed for people seeking to skill up, earn a credential and/or certificate and find employment. We are proud to offer these courses-whether they are in person or online so that we are more accessible to anyone who wants better for their lives. Our motto, “People working, lives improved” is still our focus, but we know in order to stay relevant-we must be willing and courageous enough to answer the call of service no matter what. I am proud to say, Goodwill Industries of Tulsa, Inc. is doing just that. Well done!

## Goodwill Job Connection Hosts Its First Virtual Career Fair

Goodwill Job Connection hosted its first Virtual Career Fair helping to connect 68 job seekers with employers.

The economic downturn caused by the COVID-19 crisis has left thousands throughout the Tulsa area unemployed.

“You would think people aren't hiring,” said Goodwill TulsaWORKS Career Coach Adam. “There are tons of jobs, and people are getting them all the time.”

Adam said it’s a matter of connecting employers with job seekers in a way that is safe for everyone. That’s exactly why Goodwill created the Virtual Career Fair.

The fair worked like this: Employers picked specific times to call into a video conference from their own offices. Then, some job

seekers connected to that video conference

from their home devices. Other job seekers came to the Goodwill TulsaWORKS Career Academy to watch the video conference from classrooms.

The health of those who came to Goodwill’s physical location was a top priority, explains Goodwill Job Connection staffer Pilar. “As soon as they come in, I'll take their temperature, and they filled out one of our health screenings.” Those individuals then watched from classrooms where social distancing and masks were required.

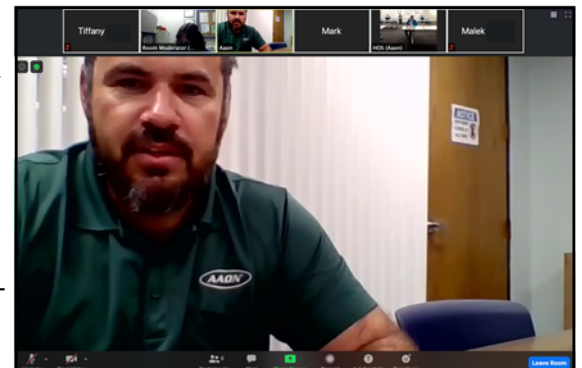
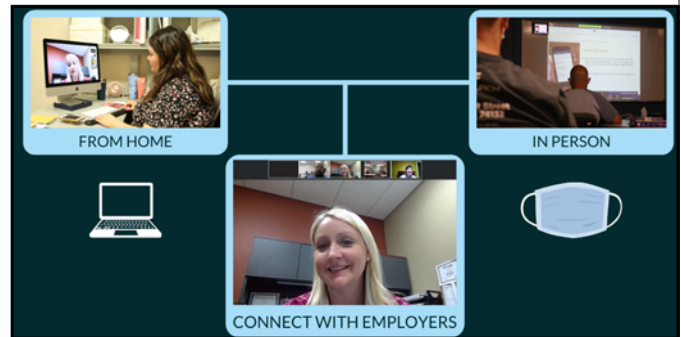
The video conference allowed those watching their own devices to ask questions directly to employers. Those in the classrooms were able to ask questions through Goodwill’s moderators. In some of those rooms, Goodwill was also able to provide Spanish translators for job seekers.

For many job seekers, the job application process began immediately after the fair. Some employers said that applicants could begin working within a week.

“I think they're excited just to be out in the community again,” said Goodwill Career Coach Kelsey. “They're getting these really cool opportunities at Goodwill.”

The employers represented in this round of the virtual career fair included Walmart Distribution, Owl Nite Security, People Ready, AAON, Sherwood Construction and Goodwill Industries of Tulsa.

Adam is confident that this process will become even better as Goodwill hosts more virtual job fairs. “It's a new thing that we're doing. And the next time we do it's going to be even better.”



## Showing Respect at Work

With all of the turmoil that the world has seen in 2020, this seems to be the prime opportunity for us to focus on one of our core values – Respect – we treat all people with dignity and respect. The Oxford Dictionary defines respect as “a feeling of deep admiration for someone or something elicited by their abilities, qualities, or achievements.” But what if you disagree with the other person or don’t admire their point of view – just what does respect really mean and how can we show it in the workplace?

Respect begins with actively listening to what another person has to say and taking the time to try to understand how their background, heritage, and culture have shaped them. Valuing and recognizing someone else’s thoughts and opinions – even if we don’t necessarily agree with them – is the first step to creating a sense of respect.

As Martin Luther King, Jr. once said, “An individual has not started living until he can rise above the narrow confines of his individualistic concerns to the broader concerns of all humanity.” Acknowledging that another person’s opinion matters as much as your own can be very powerful in opening up candid conversations, which may lead you to discover that you actually have the same end goal in mind. For example, we all want to see the country improve, although our opinions on how to do that may differ.

To truly be successful, we must **respect** the differences we all have, including our diversity of thought and opinion. Consider your words and actions carefully, and above all else, always show empathy and kindness toward others!



## *Annual Benefit Open Enrollment Time Is Approaching!*

JULIA ROBERTS  
Senior HR Representative

This is the time of year  
to your current benefits.

you can make changes

During the last week of August through September 11, 2020 you will have an opportunity to:

- Add a dependent
- Drop, Change or Add Coverage
- Drop, Increase or Decrease Life Insurance
- Update Beneficiary Information



The 2020-2021 Benefit Plan Year begins October 1, 2020 and will go through September 30, 2021.

As always, once the Annual Benefit Open Enrollment period closes you will not be able to make changes until next year (2021).

[More information will be provided as we get closer to the enrollment period.](#)



## Scan the code with your mobile device

### to go directly to the website ...

**Virtual VITA is making headway.** Our team of 30 volunteers, site coordinators and virtual intake administrators have completed 50 returns. About 140 taxpayers altogether have registered for Virtual VITA either in-person at Goodwill VITA Central (Yale Avenue) or directly through the website. [www.getyourrefund.org/?s=GITOK](http://www.getyourrefund.org/?s=GITOK). You can sign up and upload your documents with a cell-phone or mobile device with a camera and Internet access. We'll keep pushing toward the July 15 deadline.

Our Financial Navigators are training to be ready to start working with clients by mid-July. The planning team is finalizing our Local Toolkit and referral list that the Navigators will use to assist Tulsa residents, who need immediate financial management support due to the COVID-19 pandemic.

Last week, we had our last meeting with our Advisory Board for The Financial Empowerment Center. The members were very interested in remaining together beyond the application process to help the FEC work in Tulsa. We have identified partners for referrals and co-locations for the financial counselors. Now, the planning team is working on a draft of the application which is due at the end of July.

Be well ...

*Modisane Kwanza, VITA Coordinator, Extension 249*



## Great Things Happening ... continued from page 1

DAVID E. OLIVER  
President

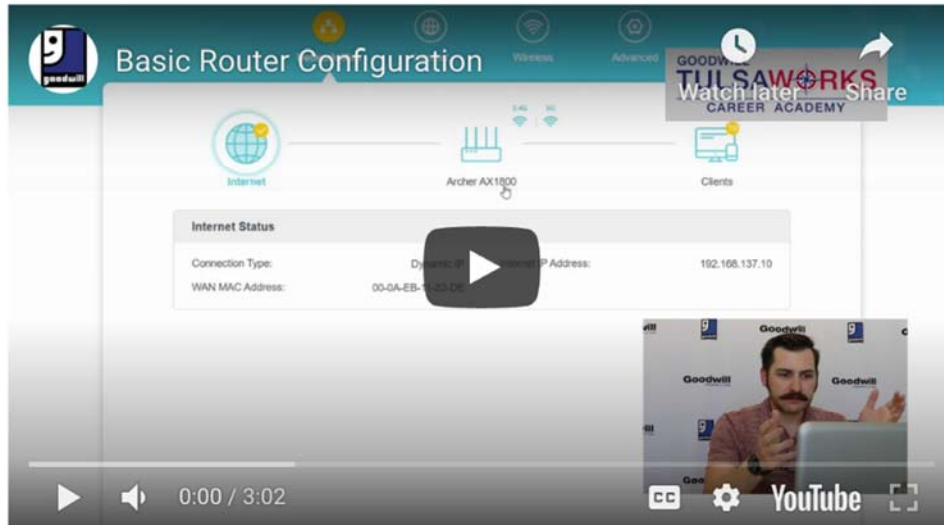
In order to receive a three year certification a Goodwill must pass 100% of all Qualifying Standards and 80% of all Scored Standards. I am extremely pleased to say that Goodwill Tulsa went above and beyond again this time earning a perfect score by meeting 100% of both the Qualifying and Scored Standards. Congratulations to everyone for not only being part of the first ever virtual certification but also achieving outstanding results that show the quality of our organization and the programs we offer!

Despite all that is going on, the coronavirus has not gone away. We continue to work hard to insure the safety of everyone. I have been in several discussions with our Board Chairman and we agreed that there was too much uncertainty at this time to try and hold a large public gathering, so we have chosen to cancel our Awards Luncheon for this year that had been re-scheduled for September 30<sup>th</sup>. We also decided that it did not make sense for all of us to gather this fall in one place for a picnic so we have also decided to cancel our company picnic. We are currently looking into some type of celebration that can be done in smaller groups to replace it.

I can assure you that Goodwill continues daily to look at the best ways for us to operate given the new normal we now find ourselves in. June was a month of great progress in this process but we still have a long way to go. If we stick together and work as a team I am confident we will come out of this as a stronger organization and one that has learned new and more efficient ways to do things going forward.

# GOODWILL CREATIVE SERVICES

TIFFANY KING  
Creative Services Director



Our team shot, edited and published two **How To videos** with Goodwill TWCA Instructor Montana. With many of our online followers working from home, we hope they learned a few ways to ensure they are working safely and securely. You can view part 1 and 2 on our blog: [https://www.goodwilltulsa.org/gwt/Good\\_Thinkin\\_Blog.asp](https://www.goodwilltulsa.org/gwt/Good_Thinkin_Blog.asp)



Our team created a short video sharing the services our mission teams offer to our community. We hope this video reminded our online followers that **Goodwill is here for them**. And that we were made for a time like this - our role has always been jobs, job training and support services. You can view this video on our blog: [https://www.goodwilltulsa.org/gwt/Good\\_Thinkin\\_Blog.asp](https://www.goodwilltulsa.org/gwt/Good_Thinkin_Blog.asp)

## Hot Weather Hazards

Hot weather can make us uncomfortable, and as the temperature rises, there are hot weather related conditions we should be aware of. Nearly 70 percent of Americans have been involved in some type of summer emergency. Some of the more serious summer emergencies result from the heat.

While most of our work locations are air conditioned, some care should be given to Donation Attendants unloading customer donations outdoors, Truck Driver and Material Handlers who load and unload our tractor trailers, Maintenance and Lawn Maintenance activities. Even in our air-conditioned facilities temperatures may fluctuate depending on dock or other doors open to the outside. Therefore it is important that we understand hyperthermia and heat related illnesses and conditions.

### What is hyperthermia?

“Hyperthermia is overheating of the body. The word is made of “hyper (high) + “thermia” from the Greek word “thermes” (heat). High temperatures put people at risk.

### What causes hyperthermia and heat-related illnesses?

People suffer heat-related illness when the body’s temperature control system is overloaded. The body normally cools itself by sweating. But under some conditions, sweating just isn’t enough. In such cases, a person’s body temperature rises rapidly. Very high body temperature can damage the brain or other vital organs.

Several factors affect the body’s ability to cool itself during extremely hot weather. When the humidity is high, sweat will not evaporate as quickly, preventing the body from releasing heat quickly. Other conditions that can limit the ability to regulate temperature include old age, obesity, fever, dehydration, heart disease, poor circulation, sunburn, and drug and alcohol use.

### People at the greatest risk of heat-related illness include:

- People 65 years of age or older
- People who are overweight
- People who overexert during work, exercise or recreational activities.
- People who are ill or on certain medication.

### Heat Stroke:

Heat stroke occurs when the body becomes unable to control its temperature. The body’s temperature rises rapidly, the sweating mechanism fails, and the body is unable to cool down. Heat stroke can cause death or permanent disability if emergency treatment is not given.

### Symptoms of heat stroke:

Warning signs of heat stroke vary but may include:

- An extremely high body temperature (above 104° F)
- Red, hot, and moist or dry skin (no sweating)
- Rapid, strong pulse
- Throbbing headache
- Dizziness
- Nausea
- Confusion
- Seizures
- Unconsciousness



### Treatment for heat stroke:

Have someone call for immediate medical assistance while you begin cooling the victim.

- Get the victim to a cool indoor or outdoor area
- Cool the victim rapidly using whatever methods you can.
- Monitor body temperature, and continue cooling efforts until the body temperature drops to 101 - 102° or lower

*(continued next page)*



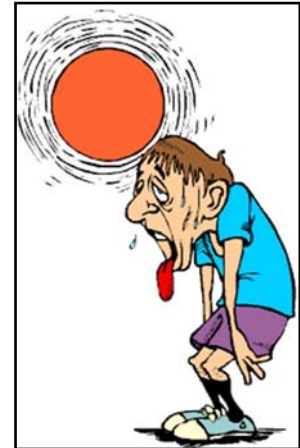
Sometimes a victim's muscles will begin to twitch uncontrollably (seizures) as a result of heat stroke. If this happens, keep the victim from injuring himself, but do not place any object in the mouth and do not give fluids, If there is vomiting, make sure the airway remains open by turning the victim on his side to prevent choking.

### **Heat Exhaustion**

Heat Exhaustion is the body's response to an excessive loss of water and salt contained in sweat.

#### **Symptoms of heat exhaustion:**

- Heavy sweating
- Paleness
- Muscle cramps
- Tiredness
- Weakness
- Dizziness
- Headache
- Nausea or vomiting
- Fainting



The skin may be cool and moist. The victim's pulse rate may be fast and weak, and breathing may be fast and shallow. If heat exhaustion is untreated, it may progress to heat stroke.

#### **Treatment of heat exhaustion:**

- Cooling measures that may be effective include:
- Cool, non-alcohol beverages
- Rest
- Cool shower, bath, or sponge bath
- An air-conditioned environment
- Lightweight clothing



Seek medical attention immediately if symptoms are severe or the victim has heart problems or high blood pressure, or symptoms worsen or last longer than 1 hour.

### **Hot Weather Tips:**

#### **Drink plenty of fluids**

Increase your fluid intake regardless of your activity level. During hot weather, you will need to drink more liquid than your thirst indicates. This is especially true for people 65 years of age and older who often have a decreased ability to respond to external temperature changes. Drinking plenty of liquids during exercise is especially important. However, avoid very cold beverages because they can cause stomach cramps.

#### **Replace salt and minerals**

The easiest and safest way to replace salt and minerals is through your diet. Drink fruit juice or a sports beverage (like Gatorade) during exercise or any work in the heat. **Note: do not consume "energy drinks"** drinking products with high levels of caffeine or dietary supplements that are stimulants especially when dehydrated can be an issue.

#### **Wear appropriate clothing and sunscreen**

Choose lightweight, light-colored, loose-fitting clothing. In the hot sun, a wide brimmed hat will provide shade and keep the head cool. Sunburn affects your body's ability to cool itself and causes a loss of body fluids. A variety of sunscreens are available to reduce the risk of sunburn. Select SPF 15 or higher to protect yourself adequately. Apply sunscreen 30 minutes before going outdoors and reapply according to package directions.

#### **Pace yourself**

If you are unaccustomed to working in a hot environment, start slowly and pick up the pace gradually. If exertion in the heat makes your heart pound and leaves you gasping for breath, STOP all activity, get into a cool area, or at least in the shade, and rest, especially if you become lightheaded, confused, weak, or faint.

Your best defense against heat-related illness is prevention. Staying cool and making simple changes in your fluid intake, activities, and clothing during hot weather can help you remain safe and healthy. ###



# Meet Your Co-Workers



## Meet Bradley Crowley

Prior to moving to Tulsa, Bradley's hometown was Warner Robbins, Georgia. He now works for Goodwill as a Material Handler in Processing. He has 2 sons & 1 daughter. In his free time he likes to relax and watch the Dallas Cowboys & the Georgia Bulldogs play football.



## Meet Venise Jacks

Venise works for Goodwill as an Employment Consultant in the Workforce Development Dept. She has three children and ten grandchildren! Her favorite things to do are clean house and go shopping! She would love a vacation on the beach with a nice spa **and great shopping!!!**



## Meet Amit Kalasuva

Amit has worked as a Retail Sales Associate at Goodwill's Broken Arrow Store since 2019. Besides work, Amit likes to go shopping, watch TV and do Facebook & Twitter. Someday he hopes to travel to his native country—India for a nice vacation!



## Meet Teresa Harmon

Teresa works as the Assistant Manager at the Broken Arrow Retail Store. She says the best part of her job is "helping the customers". Teresa is an avid Dallas Cowboys fan! Cooking/Baking is her favorite past time. Someday she hopes she can take her "dream vacation" to Hawaii.



## Meet Darlene Hale

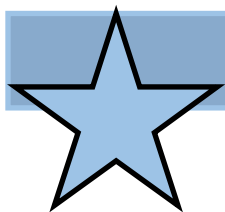
Darlene works for Goodwill in the Shipping Dept. as a Utility Processor. She has 3 grown children and 3 grandchildren. In her free time she enjoys reading a good book. She says her ideal vacation location would be Alaska!

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

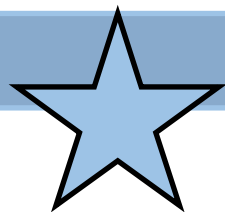


## Meet Rochelle Cowan

Rochelle works for Goodwill as a Retail Sales Associate at the Glenpool Store. She has four children. Rochelle is an avid OU and Dallas Cowboys football fan! She also, in her spare time, likes to spend time with her family and go camping.



## June New Hires



**Please extend a warm welcome  
to our new employees for June:**

**Processing:** Nayeli Arroliga, Aspen Conyer, Erica Page, Jennifer Pineda-Hernandez, Tre Rentie, Richard Thompson, Phillip Sherrill

**Retail:** Eric Maddox, Beverly Petersen, Jewel Thompson, Katie Wixted, Ellen Mize

**Janitor:** Matthew Lewis

**Employment Specialist/Job Share:** Peter Van Gorp

## August Birthdays



Nicole Nuttall—8/1

Leon Brown—8/2

Larry Hayes—8/3

Shakela Lewis—8/3

Danny Elliott—8/4

Jay Boykins—8/5

Liz Kallin—8/5

Felicia McMillan—8/5

Malita Thomas—8/5

Nicole Griner—8/6

Jacqueline Williams—8/6

Loretta Block—8/7

Patricia Blakely—8/8

Kim Cox—8/8

Roberta Fuller—8/8

Ebone Goss—8/8

Janet Harbert—8/8

Carol Keith—8/12

John Clowers—8/13

Kathryn Walker—8/13

Jana Barham—8/14

Rhonda Hall—8/14

Randy Hudelson—8/14

Paul Hughey—8/14

Kima Kame—8/14

William Brechka—8/15

Trenace Doyle—8/15

Dawn Sparks—8/15

Jennifer Keys—8/16

Teri Hatfield—8/17

Makenzie Johnson—8/18

Penny Nickels—8/18

Mahdee Powell—8/18

Amber Weeks—8/18

Arthur Boyd—8/19

Christie Farmer—8/19

Lyla Lyons—8/19

Cathy Rosebrough—8/19

Dee Allen—8/20

Evelyn Hall—8/21

Rodney Campbell—8/22

Beverly Mann—8/22

Rickey Whisenant—8/22

Vicki Berry—8/23

Patricia Hudson—8/23

Bill Ingram—8/23

Cheryl Mullins—8/23

Randy Sumter—8/23

Scott Staedeli—8/24

Kenyanna Wilson—8/24

Dawn Hockett—8/27

Amanda Bass—8/28

Matthew Baird—8/29

Danielle Peck—8/29

Tyler Louderback—8/30

Pandora Barcus—8/31

## July Anniversaries

**Congratulations!!!**

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

**1 Year:** Erik Hoyt, Rochelle Cowan, Bradley Crowley, Ruby Hale, Teresa Harmon, Brandi Ingle, Venise Jacks, Amit Kalasuva, Miyessjehoshebaviadyrri Robinson

**2 Years:** Chester Burtlow, Amy Cates, Kelsey Davis, Jennifer Love, Kelly Perez, Shawn Rea, Kayla Sitton, Larry Slate

**3 Years:** Patricia Gragg, Emilie Hughes, David Jerome

**4 Years:** Marilyn Wilson

**5 Years:** Sarah Dudley, Michael Nees

**6 Years:** Scott Lynch, Brent Mitchell

**8 Years:** Stephanie Bodmann, Kristi Huffman, Art Matzkevech, Kelsey O'Halloran, Samuel Patterson

**9 Years:** Everett Bullock

**12 Years:** Jacqueline Williams, Melody Kramp

**13 Years:** Mike Carroll

**14 Years:** Clayton Milliman, Wesley Burchett

**15 Years:** Frankie Harley

**18 Years:** Randy Sumter

**29 Years:** David Oliver

**32 Years:** Earlene Gordon

## 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—**Driver CDLA, Textile Sorter, Wares Sorter, Utility Processor, Textile Pricer Supervisor, Assistant Processing Coordinator, In Season Categorizer

**Retail—**Sales Associates, Assistant Manager, Stone Creek Store

**Offsite—**Lead Janitor, Floor Specialist, Donation Attendant

**Vocational Services—**Employment Specialist/Job Share, Employment Consultant, Job Coach/Enclaves

*For anyone interested in applying for an open position: The Goodwill Job Application is available on-line at [www.goodwilltulsa.org](http://www.goodwilltulsa.org)*