

## Message From The President

DAVID E. OLIVER  
President

We all know that the health and safety of Goodwill's employees, program participants, donors and shoppers is our top priority and, as such, we have designed the activities at all of our locations to protect against the spread of COVID-19. Unfortunately this has also resulted in the cancellation of many of our beloved company events in order to err on the side of caution.

I won't pretend to speak for everyone, but for me personally, it has been very difficult to have to cancel our Awards Luncheon, company picnic, Halloween party and now we have had to add our Holiday Luncheon to that list. These are greatly missed by me and I am sure many of you because they constitute the rare times that we have the ability to gather so many members of our Goodwill team in one location. Seeing our mission and diversity in person cannot be replaced by an article in the Grapevine or our external newsletter no matter how hard we try.

Eliminating large gatherings has been necessary to limit the spread of COVID-19 and it is yet another reminder of how much our personal and work lives have changed in 2020. My sincere hope is that in the not too distant future we can turn the corner on COVID-19 and begin to resume some normal semblance of our lives before. In the meantime I would encourage you to nominate one of your fellow workers for one of the five Star Awards

that we are still giving out this year. We will not be able to hand them out in person, but we do plan to do them again this year and we will be recording a video honoring the winners that will be distributed to all of you. This would be a great time to recognize a co-worker that has gone above and beyond during these difficult times.

On a positive note we continue to see extremely strong donation volumes and that has translated to strong store sales. We have made several changes to our donated goods processing routines in order to accommodate the large volume of donations in storage and coming in. These have only been in place a short period of time but they appear to be helping. As I said last month, this is a good problem to deal with, and I assure you there is light at the end of the tunnel.

The final numbers are not in yet, but we are very close to achieving our United Way fundraising goal of \$50,000. Like a lot of things our fundraising for United Way went virtual this year and it was hard to gauge how that would affect our efforts. I am pleased to say that the response has been very good and I want to thank everyone for your positive response. The United Way is an ardent supporter of Goodwill and I am very pleased that we have an opportunity to give back and support so many worthy organizations in our community.

I hope that all of you and your families have a safe and healthy Thanksgiving holiday.

### **Goodwill Pay Periods**

Friday, November 13, 2020

Friday, November 27, 2020

The Goodwill Grapevine is published internally monthly for:

Goodwill Industries of Tulsa, Inc.  
2800 Southwest Blvd.  
Tulsa, Oklahoma 74107

Editor: Nancy Webster, Community Relations Director

## Halloween At Goodwill—2020



**Dee Allen—Pumpkin Decorating  
Contest Winner 2020**

**Halloween at 2800** — Despite this year's festivities being a bit abbreviated (thanks to COVID) Goodwill employees still made the BEST of their favorite holiday of the FALL season!!! The costumes were fabulous and the decorations were the BEST!!! This year everyone received a goodie bag of sweet treats! Of course, everyone was allowed to strut their stuff for pictures along with some light refreshments! Our pumpkin decoration prize this year went to Dee Allen (Maintenance Staff)! He did some fancy carving!!! A special thank you to LaToya Tart for decorating our facility here on Southwest Blvd. *Happy Haunting!!!*



## Retail ... October 2020—Results! Preparing for the Holidays!!!

Another month in 2020 is in the Books! Congratulations to the Retail Teams! Halloween went much better than expected; we missed goal by only 2.1%, with the following 5 stores exceeding goal: Stone Creek +6.2%, Claremore +4.3%, Glenpool +3.8%, Broken Arrow +2.0 %, and McAlester +0.4%


Retail has continued to have an issue with less customer transactions; however, our average sales is staying strong.

The stores are setting for the holidays; with processing starting shipments this week.

\*\*\* As in years past—you will receive your Employee Appreciation Coupon in the November 13 paycheck. The coupon is good for 50% off your purchase up to \$100. The coupon can be used one time and it expires on December 31, 2020. The coupon is required at the time of purchase. If you have questions ask any retail team employee. Happy Holidays from the Retail Teams!!!



**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		CLOSE @ 4 PM			

### 2020 november


-  **Senior Day**  
55+ receive 25% off total purchase
-  **Veterans Day**  
25% off total purchase
-  **Thanksgiving Day**  
All locations closed
-  **Black Friday**  
25% off total purchase

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](http://goodwilltulsa.org)



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**



**Winter Wreath  
Drawing: Dec. 11**



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



## Inspire Others – Be Kind

Did you know that November is **National Inspirational Role Models Month**? No matter your age, gender, or stage of life, having someone who inspires you to be your best self is always a positive and motivational thing. Take the time to thank your role model(s) for their leadership.

November also brings us **World Kindness Day** on Friday, Nov. 13th. In last month's article, I discussed the importance of maintaining a positive attitude in these crazy times that we are experiencing in 2020. This month, I would challenge you to strive to be an inspirational role model to others by being kind to one another. Despite differences in thoughts, opinions, or beliefs, remain friendly and considerate in your choice of words and actions. Don't judge others, but instead seek to treat everyone with compassion and empathy.

As author, Leo Buscaglia said, "Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around." These simple acts of kindness could brighten someone else's day when they need it most and help others feel valued and appreciated. Don't let that moment pass!



**Due NOW!!!**

## Employee STAR Awards!

**Due NOW!!!**

**Do you work with an outstanding person who deserves recognition? Do you supervise an outstanding employee?**

Then nominate them for one of five **STAR AWARDS**. The Award Winners will be featured in a separate digital communication that will go out to all employees in late December.

**See the included detailed description of each award and nomination form included in this issue.**

**Nominations are to be turned in to Nancy Webster**

**no later than November 20th.**

(The judges will NOT be Goodwill employees and will not know the nominees.)

**The winner in each category will receive a trophy and a check for \$100!!!**






# STAR Awards

## Special Thanks And Recognition



Please Nominate Your STAR Award Nominee In One of the Following Categories:

- ☐ **Team Player** This individual is someone who willingly helps team members and encourages teamwork and unity. He/she makes a valuable contribution to team objectives and is willing to give 100% without complaint. This person demonstrates a remarkable effort and an extraordinary loyalty to the team and getting the job accomplished. 
- ☐ **Exceptional Customer Service** Presented to the employee who unfailingly provides consistently great service to members of the public or other employees with a smile and a positive, professional attitude day after day. 
- ☐ **Extra Mile Award** This award recognizes the individual who voluntarily goes above and beyond formal defined duties to exceed the needs of our organization and the people we serve. They provide extraordinary service in helping others on behalf of Goodwill.
- ☐ **Cheerleader Award** This award-winner is a highly motivated person who pushes their team across the finish line. This person might sing, dance, or do something funny - whatever it takes to motivate you. This person always has some encouraging words to uplift you. You can always count on this person for their support to help keep you focused. Whatever the job may be, this person is by your side and ready to jump into action to pump the team up to accomplish anything. 
- ☐ **Essence Award** This award honors a person who personifies the heart, soul, and spirit of Goodwill and its mission. They are diligent in their efforts to make our organization a better place to work and serve others. This individual is an essential part of Goodwill's team - they are one of the lifelines of Goodwill.



This is a 2-sided form.  
Please print both pages.

STAR Award Nominee: \_\_\_\_\_

Explain IN DETAIL how your nominee exemplifies the category in which you have nominated him/her. Nominations MUST include specific examples of behavior or accomplishments which are clearly beyond what is normally expected of a good employee.

A large, stylized, light gray star or snowflake graphic centered on a white background. The graphic has six main points, with each point further subdivided into smaller, sharp, triangular segments, giving it a complex, crystalline appearance. The overall shape is symmetrical and occupies most of the frame.

Award recipients are selected on the basis of their achievements by an impartial panel that has no affiliation with management. To help ensure fairness, the selection panel is not aware of either the names of the nominators or nominees during the process.

**Deadline for submission: Friday, November 20<sup>th</sup>**

Send interoffice attention: STAR Awards (Nancy Webster)

Nomination Submitted By: \_\_\_\_\_

(You must include your name(s) in order for this nomination to be considered.)



## Space Heater Safety

### Goodwill Policy for Space Heaters in our facilities:

- Do **NOT** bring a Space Heater in from home. Only Space Heaters supplied and approved for use by our Maintenance Department are allowed.
- Always turn off and unplug the Space Heater when you are leaving for the day. Do not leave a space heater on and unattended.
- Keep the Space Heater at least 3 ft. away from any combustible material.
- Always Plug a Space Heater directly into a wall outlet (see below for more information).

### Space Heater Usage in the Home:

Small space heaters are typically used when the main heating system is inadequate or when central heating is too costly to install or operate. In some cases, small space heaters can be less expensive to use if you only want to heat one room or supplement inadequate heating in one room. They can also boost the temperature of rooms used by individuals who are sensitive to cold, especially elderly persons, without overheating your entire home.

Space heater capacities generally range between 10,000 Btu and 40,000 Btu per hour, and commonly run on electricity, propane, natural gas, and kerosene (see [wood and pellet heating](#) for information on wood and pellet stoves).

Although most space heaters work by convection (the circulation of air in a room), some rely on radiant heating. Radiant heaters emit infrared radiation that directly heats objects and people within their line of sight, and are a more efficient choice when you will be in a room for only a few hours and can stay within the line of sight of the heater. They can also be more efficient when you will be using a room for a short period because they save energy by directly heating the occupant of the room and the occupant's immediate surroundings rather than the whole room.

Safety is a top consideration when using space heaters. The U.S. Consumer Product Safety Commission estimates that more than 25,000 residential fires every year are associated with the use of space heaters, resulting in more than 300 deaths. In addition, an estimated 6,000 people receive hospital emergency room care for burn injuries associated with contacting the hot surfaces of room heaters, mostly in non-fire situations.

When buying and installing a small space heater, follow these guidelines:

- Only purchase newer model heaters that have all of the current safety features. Make sure the heater carries the Underwriter's Laboratory (UL) label.
- Choose a thermostatically controlled heater, because they avoid the energy waste of overheating a room.
- Select a heater of the proper size for the room you wish to heat. Do not purchase oversized heaters. Most heaters come with a general sizing table.
- Locate the heater on a level surface away from foot traffic. Be especially careful to keep children and pets away from the heater. *(continued next page ...)*





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### **Safety: Vented and Unvented Combustion Space Heaters**

Space heaters are classified as vented and unvented or "vent-free." Unvented combustion units are not recommended for use inside your home, because they introduce unwanted combustion products into the living space—including nitrogen oxides, carbon monoxide, and water vapor—and deplete air in the space. Most states have banned unvented kerosene heaters for use in the home and at least five have banned the use of unvented natural gas heaters.

Vented units are designed to be permanently located next to an outside wall, so that the flue gas vent can be installed through a ceiling or directly through the wall to the outside. Look for sealed combustion or "100% outdoor air" units, which have a duct to bring outside into the combustion chamber. Sealed combustion heaters are much safer to operate than other types of space heaters, and operate more efficiently because they do not draw in the heated air from the room and exhaust it to the outdoors. They are also less likely to backdraft and adversely affect indoor air quality.

Less expensive (and less efficient) units use the room air for combustion. They do not have a sealed glass front to keep room air away from the fire and should not be confused with a sealed combustion heater.

In addition to the manufacturer's installation and operating instructions, you should follow these general safety guidelines for operating any combustion space heater:

- For liquid-fueled heaters, use only the approved fuel. Never use gasoline! Follow the manufacturer's fueling instructions. Never fill a heater that is still hot. Do not overfill the heater -- you must allow for the expansion of the liquid. Only use approved containers clearly marked for that particular fuel, and store them outdoors.
- Have vented space heaters professionally inspected every year. If the heater is not vented properly, not vented at all, or if the vent is blocked, separated, rusted, or corroded, dangerous levels of carbon monoxide (CO) can enter the home causing sickness and death. CO also can be produced if the heater is not properly set up and adjusted for the type of gas used and the altitude at which it is installed.

### **Electric Space Heaters**

Electric space heaters are generally more expensive to operate than combustion space heaters, but they are the only unvented space heaters that are safe to operate inside your home. Although electric space heaters avoid indoor air quality concerns, they still pose burn and fire hazards and should be used with caution.

For convection (non-radiant) space heaters, the best types incorporate a heat transfer liquid, such as oil, that is heated by the electric element. The heat transfer fluid provides some heat storage, allowing the heater to cycle less and to provide a more constant heat source.

- Buy a unit with a tip-over safety switch, which automatically shuts off the heater if the unit is tipped over.
- **Electric heaters should be plugged directly into the wall outlet. Never use an extension cord or power strip.**

To the right are a couple of photos courtesy of Fire Depts. in the U.S. showing could happen if you plug a Space Heater into a Power Strip.





## RECORD BREAKING FACEBOOK INTERACTIONS!!!

FROM 18,905 TO 43,950 

### TOP THREE PERFORMERS

Retail Halloween animated graphics  
Recruitment animated graphics + videos  
Retail COVID precaution graphics + videos





## Building Toward FEC

Goodwill and the City of Tulsa are officially in the build phase for the Financial Empowerment Center. The plan is to be ready for a soft opening on November 30.

We've completed one major task which is hiring the FEC's first counselors who will help us bring this new service to Tulsans. Welcome to the Goodwill family, Kenneth Osorio, Kelsey Schultz and Aleah Wigal!

The counselors are working at VITA Central on Yale Avenue, studying and preparing to start seeing clients. We'll figure out a face-to-face introduction in a little while.



The 2020 tax season is officially over. Yet, VITA is still top of mind. Some results from our challenging season:

- ◆ 1,497: Tax returns prepared and filed
- ◆ 206: Tax returns prepared and filed through GetYourRefund (virtual VITA)
- ◆ \$2,219,443: Federal refunds returned
- ◆ \$833,408: Earned Income Tax Credit claimed

Without closures due to icy weather, cyberattack, and COVID-19 pandemic protocols, we should have been able to complete twice the amount of returns.

Goodwill will work with GetYourRefund again in the 2021 tax season. We are considering a variety of service models to use along with virtual VITA. Face-to-face tax preparation, however, looks tricky.

Whichever models we use, volunteers will always be needed. We need volunteers who are comfortable with computers and entering data, and working with people. If interested, call me for details.

Quick note: W2s should be received by mid-January; so, as early as the week of January 25 we can start uploading them and other tax related documents into the virtual VITA system.

*Be well.*

*Modisane Kwanza,  
VITA Coordinator,*

**In November, National Diabetes Month focuses attention on the growing cost of diabetes on American's health. From the physical, emotional and social effects to financial and damaging health, diabetes impacts more than 30 million people in the United States. Also known as American Diabetes Month, the month focuses on making healthy changes and reducing the risk of type 2 diabetes.**

1. Get a physical. Regular checkups let us know where we stand and what changes we need to make. Ask questions, too!
2. When we make small changes, we are more likely to stick when them. So, add one or two small changes at a time, instead of huge sweeping changes.
3. Keep track of your goals. We are more likely to be honest if we write down our daily intake than if we just guess.
4. Get a buddy. It's more fun when we make changes together than if we go it alone.
5. Learn more from the [American Diabetes Association](#).

## **HOW TO OBSERVE**

Help prevent type 2 diabetes. Learn about healthy diet, exercise, and how to control diabetes.

## **GET INVOLVED**

Use #NationalDiabetesMonth to post on social media.

## **HISTORY**

American Diabetes Association founded National Diabetes Month to spread information and resources concerning diabetes. [American Diabetes Association](#).

# **Benefit Spotlight**

## **DO YOU KNOW ABOUT TELEMEDECINE OR E-VISITS?**

CommunityCare has **expanded coverage for fully insured members to include telemedicine and e-visits for all medically necessary services and symptoms.** CommunityCare Members may contact **CommunityCare customer service** at [\(918\) 594-5242](tel:9185945242) for questions about coverage or information on how to access telemedicine services and what will be required for reimbursement. <https://www.ccok.com/members/>





# Meet Your Co-Workers

Meet  
Terry (Tyrell) Shaw



'Tshaw' (as he likes to be called) ... is from McAlester, OK & a Material Handler in the Processing Dept. He started in January 2020. He says the best part of his job is the people he works with. Tshaw is a big OSU sports fan; football, baseball & basketball! When asked what he would do if he had a free day of in the middle of the week he said he would just sleep! He also added that his ideal vacation would be spent hanging out with friends.

Meet  
Shakela Lewis



Shakela is from Tulsa, OK. She became employed at Goodwill in February 2020 in the Processing Department. She is an avid sports fan of most all sports. However, she says her favorite football team is the Pittsburgh Steelers! Shakela says when she is lucky enough to have some time off she really enjoys spending it watching Netflix! She says her ideal vacation would be to someday take a trip to Nashville!

Meet  
Bruce Phipps



Bruce is from Sapulpa, OK and has worked for Goodwill since January 2019. He works as a Material Handler on the Dock. He says the best part of his job is the friendships he has made since coming to Goodwill. Bruce is an avid OSU football fan! When he has time off he enjoys hunting! Bruce also stated that 'Retirement' would be his ideal vacation!

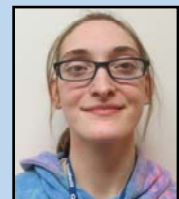
Meet  
Dwayne Brooks



Dwayne is from Springfield, MO. He has been at Goodwill working as a Material Handler in the Wares Department since January 2020. He is an avid football fan who enjoys watching the Packers, the Saints, & the Seahawks. Dwayne says when he has time off he enjoys watching TV shows (other than football) and reading his Bible. His ideal vacation would be to take all of his friends to a Petra concert.

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

Meet  
Tia Robinson



Tia is originally from Gore, Oklahoma. She has worked at Goodwill since February 2020 as a Wares Sorter. She says she found Goodwill through an ad on Facebook, applied, and the rest is history! She says the best part of her job is finding cool knick-knacks in the Wares Department! In her free time she enjoys playing video games with her brother. She says her idea of a great vacation would be a trip (her first!) to the beach!

## October New Hires

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

**Donation Attendants:** Robyne Drury, Xavier Teague, Theresa Cullom, Aaron Knight **Retail:** Toshebia Gater, Gaylen Hoyle, Bailey Lemmons, Ethan Roberts, Janet Saltarelli, Brenda Seckman, Faith Hicks, Wilma Oakes, Cynthia Overton, Celeste Ortega **Processing:** Paul Duncan, Ferron Duncan, Alexia Ferguson, John Widlund, Virginia Brown **Job Coach:** Mandi, Mitcheltree **Financial Counselors:** Kenneth Osorio, Kelsey Schultz, Aleah Wigal

## December Birthdays



Michael Raines—12/1  
David Smith—12/2  
Xavier Teague—12/2  
John Johnson—12/3  
Leonard Stout—12/3  
Stephen Almanza—12/4  
Kelsey Jones—12/4  
Cody Knight—12/4  
Amy Sherman—12/4  
Tina Abshier—12/5  
Bryan Weimer—12/5  
Tammy Gaines—12/6  
Anthony Antelman—12/7  
Jael Leon—12/7  
Billy Perkins—12/8  
Dustin Barton—12/9  
Sonya Caywood—12/9  
Aaron Knight—12/10  
Keonna Wright—12/10  
Thomas Weber—12/11  
Angel Huckaby—12/12  
Bruce Phipps—12/12  
Tracy Foster—12/13  
Walter Clary—12/14  
Oram Andrew Lee—12/14  
Amy Cates—12/15  
Joshua Shannon—12/17  
Linda Miller—12/18  
Thomas Henderson—12/19  
Alissa Brown—12/20  
Heather Golden—12/20  
Kenneth Harrison—12/20  
Carrie Standridge—12/20  
Nancy Webster—12/20  
Renee Roy—12/21  
Aspen Conyer—12/23  
Richard Stubblefield—12/23  
Kristi Bingham—12/25  
Robert Laughon—12/25  
Aileen Mathews—12/26  
Christina Campbell—12/27  
Lorena Lyons—12/27  
Craig Byrom—12/29  
Anne Dean—12/29  
Quaneisha Pender—12/29  
Marnette Klaurens—12/30  
Kelsey Bledsoe—12/31  
Dylisia Markham—12/31

## November Anniversaries

### Congratulations!!!

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

**1 Year:** Alura Horn, Kristi Bingham, Erika Ceja, Heather Conn, Steven Holmes, Robert McGee

**2 Years:** William Brechka, Ashley Copeland, Yvonne Kellum, Jennifer Nobile, Brent Stanfield

**3 Years:** Tina Abshier, Deborah Snyder

**4 Years:** Tyler Louderback

**5 Years:** Charles Baldridge, Melissa Buckner, Penny Nickels, Spencer Smith

**6 Years:** Rosemary, Sherry Love, Angela McGill, Ita Troglin, Jacob Smith

**7 Years:** Ladawna Horton, Dorothy Rogers, James Shaffer

**8 Years:** Beverly Patterson

**9 Years:** Lawanna Arthur

**10 Years:** William Barrett

**11 Years:** Judy Lamb, Kathryn Walker

**13 Years:** Troy Carr, Nancy Wallace, Allen Ward, Jacqueline Wilkins

**15 Years:** Shelli English

**16 Years:** Kathi Cornell

**17 Years:** Mary Burke

**25 Years:** Bill Ingram

**31 Years:** Randy Putnam

## 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, Sorter, Utility Processors

**Retail**—Sales Associates, Customer Service Manager, Assistant Managers

**Offsite**—Janitors, Floor Specialist

**Administrative**—Human Resources Representative

**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](http://www.goodwilltulsa.org)

