

## Limitations vs. Self-Limiting Beliefs

Each year Goodwill Industries International holds an annual meeting that is referred to as the Conference of Executives. All of the Executive Directors of local Goodwill organizations are invited to attend this meeting to participate in a variety of training sessions and share ideas with their peers. Like so many things this past year it was impacted by COVID and instead of meeting in person it was conducted virtually. For three half days in April I attended the meeting that included guest speakers and training sessions.

The reason that I have provided so much background information is that I found the message of one of our speakers to be particularly meaningful to me and I wanted share his topic and some thoughts with you in my column this month.

The specific topic that the speaker brought up was that it was very important to identify the difference between “limitations” and “self-limiting beliefs”. As I listened to the speaker and his discussion of the difference between the two it became obvious to me that I have fallen victim to self-limiting beliefs in the past and I am sure many of you have too. How many times have any of us said that we tried that in the past and it did not work or that we have done it this way for a long time and it

is working just fine or that might work for other organizations but it would never work here.

One of the reasons that I found this speaker’s session so interesting is that it applies to many of the activities that we are undertaking this year. As we look to identify ways to process donated goods more efficiently, add an e-commerce component to donated goods, integrate our virtual and in-person training options, streamline our IT infrastructure, add an outlet store, grow VITA and the Financial Empowerment Center or simply hire and retain employees, what will our approach be? Are we going to identify what true limitations exist and find innovative ways to overcome them or will we allow self-limiting beliefs to paralyze our ability to make the changes to our operations that we will need to compete in the post-COVID economy?

Ultimately, not all of the changes we make will work out the way that we hoped, but I am confident that setting aside our self-limiting beliefs and addressing our true limitations is the best way for us to make changes that will have long-term positive impacts on our Goodwill, resulting in better service to our clients & customers and a greater impact on the community as a whole. ###

### Goodwill Pay Periods

Friday, May 14, 2021

Friday, May 28, 2021

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*Editor: Nancy Webster, Community Relations Director*

# Retail Update ... May 2021

VANESSA PELTON  
Retail Coordinator

Retail hit record sales in April! Store sales exceeded goal by 19.8%; with ALL 11 stores surpassing goal. We have had a great month with weather and it showed in our sales this month. The stores have been working really hard this month to get all their merchandise hung and priced in order to keep the flow heading out onto the salesfloor. Spring clothing is flying out the door and we want to be able to give them more.

## Congratulations to all Store Teams:

1.) Glenpool +32.0% 2.) Broken Arrow +27.1% 3.) Owasso +24.4% 4.) Claremore +24.2% 5.) Bartlesville +22.5% 6.) Carthage +21.0% 7.) McAlester +20.0 8.) Joplin +17.6% 9.) Stone Creek +17.6% 10.) Garnett +13.6%, SW Blvd +13.4% (tie) **Total +19.8%**

We have some exciting sales coming up this month. May 1<sup>st</sup> is our 1/2 price clothing sale. All Men's, Women's, and Children's clothing is 50% OFF. Our 2 Senior Day sales are May 4<sup>th</sup> and May 18<sup>th</sup>. We have some May specific sales this month as well. On May 9<sup>th</sup>, we are having our Mother's Day sale. All customers will receive 25% OFF their entire purchase to honor the Mothers out there. Then on the last day of the month, (May 31<sup>st</sup>) we are giving 25% OFF in honor of Memorial Day. Plenty of opportunities to take advantage of our great selection and get some good deals while you are at it.

## Open Management Positions:

Glenpool: Customer Service Manager

Broken Arrow: Customer Service Manager

Carthage: Assistant Manager 1

Garnett: Customer Service Manager



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 					

### ★ Goodwill Week May 2-8

Help us celebrate our community and their contributions to our mission.  
Visit: [www.goodwill.org/week](http://www.goodwill.org/week) to learn more.

# 2021 MAY

 **Half-Price Clothing**  
50% off all clothing

 **Senior Day**  
55+ receive 25% off total purchase

 **Mother's Day**  
25% off total purchase

 **Memorial Day**  
25% off total purchase

  **Let's get social!**  
  Stay connected on sales and more at  
  [goodwilltulsa.org](http://goodwilltulsa.org)

## ***Heading outside this weekend to hike, bike, or camp after quarantine?***

Most of us know to practice vigilant sun safety during the hottest months of the year, when the sun's rays are at their most intense, but sometimes we forget it's also very important to protect against **dangerous insect bites**.



Most mosquito bites are irritating but otherwise harmless; however, some mosquitoes can transmit encephalitis and West Nile virus, which can cause severe illness with symptoms like headache, high fever and bodily weakness. Ticks can transmit Lyme disease, which can be treated if recognized early, so look for flu-like symptoms and possible rashes. Left untreated, Lyme disease can cause joint and muscle pain, fatigue, heart problems and neurological issues.

Other than mosquitoes, keep an eye out for kissing bug bites. They look like mosquito bites, but you'll usually find a cluster of these bites in one spot. People who are sensitive to the bug's saliva, may experience a reaction to the bite. This is usually only mild itching, redness, and swelling, but occasionally, a kissing bug bite causes a severe allergic reaction.

Kissing bug bites resurfaced in 2019, but you still need to be aware of them this summer of 2021. Indigenous of South and Central America, this species is formally called triatomine bugs, and they typically bite on the face or lips because they are attracted by breath. According to the CDC, the bug can transmit the *Trypanosoma cruzi* parasite, which is found in the bug's feces.

Normally when feeding, the bug generally deposits feces, and if it's rubbed into the bite wound or into a mucous membrane (for example, the eye or mouth), then the parasite can enter the body. When this happens, you can possibly contract Chagas disease, which can cause infection and inflammation of many other body tissues, especially those of the heart and intestinal tract.

Felissa Kreindler, MD, Pediatrician at Chicago NorthShore, shares her tips for preventing insect bites and protecting against the illnesses they can cause all summer long:

- 1.) **Don't apply perfumes** and avoid the use of scented soaps. The sweet scents of soaps and perfumes attract some insects.
- 2.) **Avoid wearing bright clothing**. Bright flowery prints also attract insects, including honey bees and hornets.

*(continued next page)*

## **Safety ... Heading out this weekend to hike ... (cont'd from previous page)**

3.) **Check DEET concentrations** on insect repellents before use. Higher concentrations of DEET protect for longer lengths of time. Choose a concentration based on how long you need to protect yourself. Repellents containing DEET should not be used on children younger than six months old and be sure to avoid contact with your mouth and eyes.

4.) **Dress appropriately** if you plan to be in a wooded or grassy area. Pants and long sleeves are best, and are an excellent way to limit your skin exposure. Once you're back inside it's a good idea to shower. Not only will this wash away the repellent, but it may also wash away any ticks that haven't yet latched onto your body. You'll also want to be sure to check your entire body thoroughly for ticks (especially your ears, waist, head, belly button, arms and legs).



5.) **Resist walking barefoot in the grass.** Bees can often be on the ground and this will help you avoid being stung. It's also wise to avoid perfumes and bright colors, as these may attract bees.

6.) **Treat your bites.** If you do get bitten and develop a bite that is red or raised try: 1) applying an ice pack for 10-15 minutes 3-4 times a day and 2) taking Benadryl for itching will both provide symptomatic relief from the local insect bite reaction. Bites rarely develop into a skin infection (cellulitis), but this usually takes several days. If there is any question, call your doctor to have it evaluated.

7.) **Know the signs of having a potentially dangerous anaphylactic (rapidly progressing allergic) reaction to a bite.** Reactions are most commonly associated with stings by bees, wasps or hornets. Hives, swelling (of the face, eyes, tongue and lips), throat tightness, difficulty breathing, vomiting or feeling faint/lightheaded are all signs of potentially dangerous anaphylaxis, and you should contact your doctor immediately or call 911.

8.) **Protect your pets, too.** Your four-legged family members can also get diseases from insects. Make sure to bring and use your pet's flea and tick repellants.

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## Mental Health and Well-Being

The National Institute of Mental Health (NIMH) reported in 2019 that 1 in 5 adults in the United States reported having a mental health condition. Mental health conditions are more common than cancer, diabetes, or heart disease. While mental health has always been important, it's become even more of a priority over the last year as people struggle with the pressures and tragedy brought about by the COVID-19 pandemic, as well as multiple racial and social injustices. In fact, current research shows the figure may now be 2 in 5 adults or even higher.

Unlike a cold or a sprained ankle, it isn't always easy to figure out when someone is coping with a mental health issue as the warning signs can be random, including: irritability, excessive worry, fatigue, difficulty concentrating, changes in appetite, etc. In addition, the symptoms of anxiety, depression, stress, and other mental illnesses can be easily hidden or explained away as "just having a bad day". To make matters worse, there's a stigma around mental illness, so people are often reluctant to discuss their issues, which further isolates them and prevents them from seeking help.

As May is Mental Health Awareness Month, this seems like the perfect time to focus on ways in which we can build a culture here at Goodwill that encourages everyone to improve their psychological well-being. No one should feel alone in their struggle; instead, we must create an environment in which a person feels safe and supported to get the help they need to better their mental health.



If you see a co-worker's behavior or performance changing over a couple of weeks, take them aside to ask them if everything is alright. Even if they tell you they're fine, you have expressed care and concern for them. By doing so, this helps to create a supportive work environment, reminding them that they are not alone. If your co-worker chooses not to talk about it, remind them about our Employee Assistance Program, offered through Community Care, which allows them to talk to a professional counselor for further help and information. EAP can be reached in Tulsa at (918)594-5232, toll-free for those outside Tulsa at (800)221-3976, or via their website at [www.ccok.com/EAP](http://www.ccok.com/EAP).

One final note – if the change in behavior is extreme enough to warrant immediate action (i.e., suicidal thoughts, self-harm, and/or violent threats), please notify your manager and/or HR immediately.

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# May 2 – 8

## Proclaimed Goodwill Week!



### THIS GOODWILL WEEK, WE THANK YOU!

If you shopped our stores, donated your stuff or made a financial contribution, you helped someone in your local community find a job and get back on their feet.

*Thank you for your support of Goodwill!*



Helping Households Connect During the Pandemic

### GET HELP PAYING FOR INTERNET OR PC

The Federal Communications Commission has launched a temporary program to help families and households struggling to afford Internet service during the COVID-19 pandemic. The Emergency Broadband Benefit provides a discount of up to \$50 per month toward broadband service for eligible households and up to \$75 per month for households on qualifying Tribal lands. Eligible households can also receive a one-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet from participating providers.

Eligible households can enroll through a [participating broadband provider](#) or directly with the Universal Service Administrative Company (USAC) using an [online](#) or mail in application.

You can learn more about the benefit, including eligibility and enrollment information, by visiting [www.fcc.gov/broadbandbenefit](http://www.fcc.gov/broadbandbenefit), or by calling 833-511-0311. Enrollment scheduled to begin May 12.

## VITAL News—May 2021

The Financial Navigator program will be folding into the FEC counseling program later this summer. Those immediate, triage-type services will then be offered by the counselors.

Speaking of the FEC, our clients are beginning to see results from their work with the counselors. The FEC tracks client milestones and outcomes. The outcomes clients have reached so far include:

- Open safe and affordable banking account
- Reduce delinquent accounts
- Increase amount set aside for the future
- Reduce non-mortgage debt
- Adopt new savings behaviors

Overall, clients reduced debt by just less than \$9,300.

We continue to make tweaks and adjustments in VITA to accommodate our taxpayers and our volunteers. An appointment service for in-take rolled out last month. Some tax preparers have shifted to doing quality reviews. And we have brought on a bilingual site coordinator to help us better serve our Spanish-speaking clients.

## Goodwill VITA Tax Season 2020



**1,700**

TOTAL REGISTERED CLIENTS



**1004**

TAX RETURNS FILED



**\$1,504,279**

TOTAL REFUNDS



**\$364.933**

TOTAL EIC

# Meet Your Co-Workers



**Meet Robin Hill**

Robin, or “Birdie” as she is nicknamed, is from Missouri. She has worked at Goodwill in the Wares Dept. since March. She has no children but she has a dog named “Silva”. She enjoys football, camping & everything outdoors!



**Meet Angel Miller**

Angel has worked for Goodwill as a Retail Sales Associate since March. She is a huge LSU fan, and likes all sports! She enjoys going to the park with her daughter. The beach would be her ideal vacation.



**Meet Emma Cole**

Emma works for Goodwill as a Retail Sales Associate. She is an avid sports fan. She likes the KC Chiefs, the St. Louis Cardinals and the LA Lakers. Her favorite vacation spot is Hawaii! Spending time with her boyfriend is her favorite pastime!!!



**Meet Celeste Ortega**

Celeste works in Processing on the Textile Sorting Belt. She has 2 children and 1 grandchild. Celeste is an avid reader and she loves to cook! Her ideal vacation would be to Hawaii or Japan.



**Meet Jordan Harper**

Jordan works in the Processing Department as a Textile Utility Processor. When she has time off she enjoys spending time with friends. Her ideal vacation would be a trip to the Bahamas!

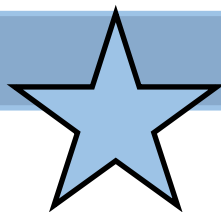
***Take a moment next time you see one of these new employees & welcome them to Goodwill!!!***





## April New Hires

Please extend a warm welcome  
to our new employees.



**Processing:** Elizabeth Davis, Susan Goodman, Kevin Johnson, Ronnie Sanford, Amanda Schanks, Keena Temple **Retail:** Camie Johnson, Campbell Payne, Vanessa Yardley, Noelle Hutchins, Casey Johnson, Amber Philbin, Priscila Teekell, Barbara Lee, Kenyanna Wilson **Workforce Development:** Charles Bullard **Donations:** Kendal Vealy

## May Anniversaries

**Congratulations!!!**

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

**26 Years:** Samuel Henry

**22 Years:** Janta Burnley

**20 Years:** Melinda Johnston

**18 Years:** Kathy Cantu, Kyle Byrd

**16 Years:** Scott Staedeli, Melanie Morose

**14 Years:** Amber Reese, Brook Losornio

**13 Years:** Joseph Adamson

**11 Years:** Jeremy Breedlove

**9 Years:** Debra Williams, Robbie Jackson, Scott Rollins

**8 Years:** Modi Kwanza

**7 Years:** Kristielynn Paddock, Yvette Lankford, Christina Hayes, Cassandra Glaze, Alan Adams

**6 Years:** Rebecca Lay

**5 Years:** Denise Wimmer, Roger Boyce

**4 Years:** Cody Knight

**3 Years:** Kyle Wickett, Jason Stewart, Dena Keele, Anthony Antelman

**2 Years:** Amanda Wilson, Mark Lynn Owen, Sermetirus, Billy Firey, Linda Dodson

## June Birthdays



Larry Slate—6/1

Gehan Hanna—6/2

Robin Hill—6/2

Wesley Burchett—6/3

Amena Holder—6/3

Tia Robinson—6/4

LaToya Tart—6/5

Karla Davis—6/8

Megan Raleigh—6/8

Aubrey Barnes—6/10

Mark Owen—6/10

Kathi Cornell—6/11

Sally Clifford—6/12

Alura Horn—6/15

Kristi Huffman—6/15

Darryl Jackson—6/15

Danny Moxley—6/15

Mary Jordan—6/16

David Oliver—6/16

Timothy Washburn—6/16

Camie Johnson—6/21

Bailey Lemmons—6/21

Doug Webster—6/21

Anthony Bratton—6/22

Juana Rodriguez—6/24

Cornelia Korell-Clevenger—6/25

Jamie Demauro—6/26

## 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, Utility Processors, Sorters, Forklift Driver,

**Retail:** Sales Associates, Customer Service Manager, Assistant Manager I, Donated Goods Retail Associate

**Vocational Services:** Employment Specialist, Job Share, Job Coach (Enclaves), Program Manager

**Administrative:** Asset Protection Coordinator, HR Assistant, Marketing & Communications Director, Maintenance Coordinator, Digital Skills Instructor—TulsaWORKS

**Off-Site:** Janitor, Floor Specialist, Donations Attendants

**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)

