

DAVID E. OLIVER
President

Holiday Luncheon Returns!

For nearly a year and a half we have had to cancel large gatherings. These were not easy decisions to make because events like our Awards Luncheon and Company Picnic are the rare times that we all get together to share a meal and good conversation with our co-workers and celebrate our accomplishments. The best decision we could have made to protect the health of all our employees and program participants was to cancel these events. However, I am very pleased to say that we plan to hold our 2021 Holiday Luncheon at Chandler Park Community Center on December 23rd. Masks are recommended when you are not eating, but other than that we plan to hold all our normal activities and award presentations, including Service Awards and STAR Awards. (Please review the STAR Awards information included with this Grapevine and be sure to nominate deserving employees that you work with.)

Despite canceling our Awards Luncheon in May, we celebrated the accomplishments of four worthy program participants. Be sure to check them out later in this edition of the Grapevine and watch their amazing award videos.

During October we held our internal United Way fundraising campaign. I want to thank everyone who made a pledge or participated in our United Way fundraising activities. Leadership gifts are an important part of any campaign - I am thrilled to say that to date we have 27 people who have made a leadership pledge or gift. I am extremely pleased to say that I have great confidence that we can reach our \$45,000 goal prior to the deadline to report our fundraising goal to the United Way.

I want to close this month by highlighting a couple of programs for you. The first one is our VITA program. Deadlines for filing 2020 tax returns were extended multiple times and as a result, we just wrapped up our VITA campaign. I want to congratulate Karla Davis and Modi Kwanza for the persistence and flexibility they have shown this year in dealing with multiple changes from the IRS during this tax season. To see our amazing results, see the full article later in this edition of the Grapevine.

The second one is our Donated Goods Program. It is well known that we have struggled with a shortage of staff in all areas of donated goods this year, but it has not deterred us from achieving some amazing results. In October we had the highest single month of store sales that we have ever had in our history - just over \$1.7 million! This is a testament to the work that everyone throughout the Donated Goods Program is doing to collect, transport, process and sell donated goods. I want to thank and congratulate all of you for the hard work you have put in to achieve these results.

Goodwill Pay Periods

Friday, Nov. 12, 2021

Friday, Nov. 26, 2021

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internally monthly for:
Goodwill Industries of Tulsa, Inc.
2800 Southwest Blvd.
Tulsa, Oklahoma 74107

Editor: Nancy Webster, Community Relations Director

Congratulations!

Annual Awards Winners



Luke Meena - Graduate of the Year
<https://youtu.be/cMbjhumJS5M>



Jeremy Bobo - Achiever of the Year
<https://youtu.be/5IJY5TNZL40>



Bria Brown-King - Financial Achiever of the Year
<https://youtu.be/UVotBL6Qd3s>



Vicki Olson - Employee of the Year
<https://youtu.be/2fH2qO3QxxM>

Goodwill Retail & Halloween in October!

It was a great experience and a lot of fun for the stores; we've helped create some funky costumes. The stores have been in the Halloween spirit since September and that enthusiasm boosted sales.

Retail ended the month +5.3% above 2021 Goal...and ...+8.3% vs 2020

Congratulations to the following teams:

Bixby +36.1%
Owasso +19.9%
Glenpool +13.0%
Carthage +11.3%
Joplin +8.4%
Broken Arrow +8.2%
Claremore +4.8%
Stone Creek +5.2%

In November watch for our regular monthly events with the addition of a Veteran's Day Sale on Thursday, November 11th and our Black Friday Sale on Friday, November 26th!

***Also, in appreciation of our employees, your November 12th paycheck will include a 50% off coupon that can be used from November 12th thru December 31st. The coupon is a one-time use; up to \$100 at 50% off and can be used at any of our 12 Goodwill Tulsa store locations. (This coupon can't be combined with any other sales.)



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 SALE	3	4	5	6
7	8	9	10	11 SALE	12	13
14	15	16 SALE	17	18	19	20
21	22	23	24 Stores Close @ 4 pm	25 SORRY! WE'RE CLOSED	26 BLACK FRIDAY SALE	27
28	29	30				

NOVEMBER 2021



Senior Day
55+ receive 25% off
total purchase



Veteran's 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. Thank you for ALL of your support this past year. We appreciate you!

Happy Holidays from our family to yours.



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

Holiday Wreath Drawing

\$3 per chance to win.
(no limit.)

Drawing will be held
Wednesday,
December 15th!

See Nancy Webster to
buy your wreath tickets

TODAY!!!

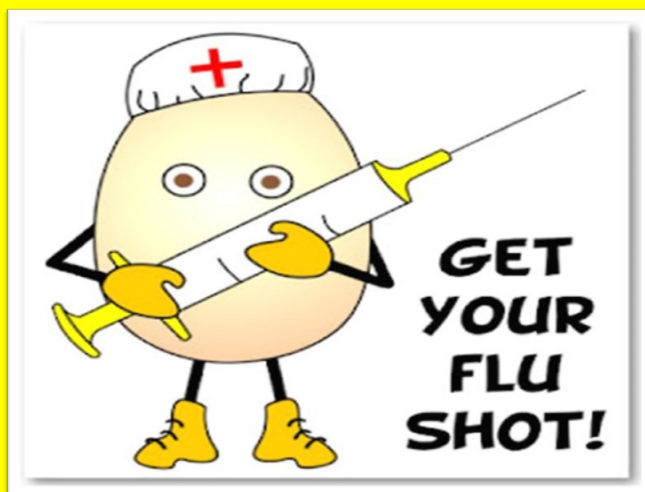


(Tickets will be available at most break times at 2800 or email me at
nwebster@goodwilltulsa.org to arrange to purchase.

HR Update!!!

Need your flu shot? NOW is the time. You can go to ANY Walgreens location and get the shot. Be ready to provide your medical insurance card or if you don't have medical insurance, request a Walgreen's Voucher from HR by calling Tina or Joanna at 918-584-7291 and take that with you.

Vouchers are valid through
December 31, 2021.



Thanksgiving Holiday Safety

Thanksgiving is a wonderful time to gather with friends and family, eat delicious food, watch football (or the parade!), and travel to visit loved ones. While enjoying the holiday, and as things might get hectic, it is important to always keep safety in mind.

Top **safety hazards during the Thanksgiving holiday** include:

- **FIRE** ... kitchen fires, candles and outdoor deep fryers
- **FOOD** ... choking and poisoning, cuts and burns during food preparation
- **TRAVEL** ... car accidents, driving while intoxicated or distracted

KITCHEN SAFETY

- Keep children away from the stove.
- Do not leave the house while the turkey is cooking.
- Ensure the kitchen floor is kept clear and doesn't have any trip hazards.
- Keep matches, lighters, candles and knives out of the reach of children.



Thanksgiving is the #1 day of the year for cooking fires, reports State Farm Insurance. The U.S. Fire Department confirms that more than 4,000 fires occur on Thanksgiving Day and preparing deep fried turkeys, using a turkey fryer, is the cause of approximately 5 deaths, 50 injuries, and the destruction of 900 homes and more than \$15 million in property damage every year.

Kitchen safety is even more important than usual during busy holiday times, like Thanksgiving, when more people might be working in the kitchen to prepare a large meal. But for casual cooks and experienced chefs alike, the kitchen presents more hazards than imagined.

HOLIDAY FIRE PREVENTION TIPS

- Keep baking soda on hand to put out kitchen fires.
- Do not leave food cooking or the stove unsupervised.
- Make sure smoke alarms are working.
- A household fire extinguisher should always be nearby.
- Do not leave candles burning unattended and do not burn candles near flammable items like curtains or potpourri.
- Follow all instructions carefully when using a deep fryer and monitor closely!



Incidents of choking and food poisoning increase during the holidays, especially around Thanksgiving, as people are preparing and consuming more food than usual. Food Safety News reports that approximately 51 million turkeys are consumed on Thanksgiving.

(continued on next page ...)

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

FOOD SAFETY

- Always wash your hands after handling raw or under-cooked poultry.
- Use separate cutting boards for raw meat and produce to prevent cross-contamination.
- The USDA recommends cooking the turkey at a minimum of 325 degrees. Use a food thermometer and cook the turkey to an internal temperature of 165 to 180 degrees to ensure the turkey is cooked thoroughly and to avoid illness caused by consuming under-cooked poultry.
- Store leftovers within 2 hours or toss them.

PET SAFETY

The Veterinary Medical Association warns that turkey and chicken bones should never be given to pets because they can splinter and pets may choke.

Dogs should be kept away from any dish that has onions, leeks, garlic, raisins, grapes or chocolate, as those foods can be hazardous to your dog's health.

HOLIDAY TRAVEL SAFETY

With Thanksgiving being one of the most travel-heavy times of the year, it is important to be prepared before hitting the road and to drive defensively, especially during bad weather.

Drivers who are texting take their eyes off the road for an average of 5 seconds. Driving at 55 mph, that is about the length of a football field.

- Buckle up, every trip.
- Make sure your vehicle is well maintained.
- Plan your route ahead of time.
- Carry an emergency kit in the car.
- Be aware of weather conditions.
- Take caution in parking lots while out shopping.
- No texting while driving.



According to the National Highway Safety Association, more than 40% of holiday car accidents involve alcohol. **DO NOT DRINK AND DRIVE.**

Take a breather and remind yourself what the holidays are truly about and know that nothing is more important than having a safe holiday this year.

Halloween At Goodwill ...

A fun time was had by all at the Annual Halloween Party at 2800. Because of COVID extra precautions were taken so we did not gather in one big group. Instead we had three different smaller parties—three times the FUN !!!

Refreshments were served, employees dressed in festive costumes, and several very talented pumpkin carvers submitted pumpkins for judging!



Winners were:

Best costume winner: 1st Place—Carolyn Olden ,
2nd Place—Melba Collins-Ross, 3rd Place—Caley Michaels

Best pumpkin winners:

1st Place—Kelly Perez
2nd Place—Melinda Johnston
3rd Place—Melinda Johnston

“Just Glad You Dressed Up” winner: Becky Gatlin



**Crystal
Edwards**



**Kelly
Perez**



**Carolyn
Olden**



**Melinda
Johnston**

More party costumes above ...

United Way Wrap-Up ...

The Annual United Way Campaign is coming to a close. A big thank you goes out to all who donated to the campaign this year and to all the Team Captains for distributing and then gathering pledge cards. A final campaign report is being prepared and will go out very soon.

Human Resources—Training Tips

JENNY NOBILE

Training & Development
Coordinator

Customer Service – Choose an Attitude of Gratitude



Thanksgiving is right around the corner – that annual time of year when we gather with our family and friends to feast on a big meal and give thanks for everything that we have. As symbolic and meaningful as Thanksgiving Day is, I believe that we should be celebrating what we are thankful for each and every day. Here at Goodwill, we have the opportunity to help people help themselves through the power of work, and that is certainly something that should be cause for thanks.

The Oxford Dictionary defines gratitude as “the quality of being thankful; the readiness to show appreciation for and to return kindness”. As we covered in “The Secret to Great Customer Service” training, you are expected to offer

a sincere thank you to our customers and let them know how much we appreciate them. This is certainly easy to do, and almost second-nature, with our external customers as they purchase tangible items in our stores or donate goods at one of our donation centers.

It’s also crucial to show gratitude to our internal customers – your co-workers and peers – for their daily efforts and work. Each and every Goodwill employee plays a role in helping Goodwill achieve its goals and mission. Numerous studies have shown that both showing and receiving gratitude produces many benefits, including: improved mood, feelings of joy and optimism, reduced anxiety and depression, better physical health, and improved relationships with others. Thus, we must recognize and appreciate each other because showing gratitude can change someone’s perspective and improve their well-being.

Our 35th U.S. President, the late John F. Kennedy, summed it up best when he said “*As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them.*” Every day won’t be perfect, but if you focus on what you are grateful for this can wash away negative feelings when you experience those bad days. In addition, you never know what your kind words or appreciative gestures may mean to the person in front of you.

Halloween Party Pics—

October 2021



**Win this
iPhone 11
128GB!!**

(Includes: iPhone 11, EarPods
with Lightning Connector,
Lightning to USB Cable, and
USB Power Adapter.)



Tickets are
available from
Sherry Love or
Nancy Webster

United Way Fundraiser Raffle

BONUS!!!

Buy 5 tickets
at \$5 each,
**get the 6th
ticket FREE!**



**\$5 per
ticket**

Contact Sherry Love for more
information: (918) 581-1256 or
slove@goodwilltulsa.org

Drawing to be held 11/12/2021
You do not need to be present to win.

Bank On now has six Nationally Certified accounts available in the Tulsa area. We are also in the process of adding three more banks to our list. With it nearing the end of 2021, now is a great time to review your own bank account and encourage the clients you work with to review theirs as well. Many people are not aware of the fees they are being charged, and how they could possibly be paying less for the same type of account, or possibly an even better account. The six financial institutions offering Bank On approved accounts here in Tulsa are Arvest Bank, BancFirst, Bank of America, Chase, Discover Bank, and Simmons Bank. Here is a list of common fees charged at financial institutions, and how the national average differs from Bank On Certified Accounts.

Banking Costs		
Fee Type	Bank On Account	Average National Bank
Minimum Opening Deposit	Maximum \$25	\$162.13
Overdraft	None	\$35
Insufficient Funds	None	\$35
Monthly Maintenance	Maximum \$5 with Electronic Statements	\$10.95
Early Closing Fee	None	\$25

Employee STAR Awards!

Do you work with an outstanding person who deserves recognition?

Do you supervise an outstanding person?

Then nominate them for one of five **STAR AWARDS!** The award winners will be honored at our Annual Holiday Luncheon in December.

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

Nominations are to be turned in to Nancy Webster
no later than November 19th.

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

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.



(nomination form next page ...)

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.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Award recipients are selected based on their achievements by an impartial panel that has no affiliation with Goodwill or the nominees.

Deadline for submission: Friday, November 19th

Send interoffice attention: **STAR Awards (Nancy Webster)**

Nomination Submitted By: _____

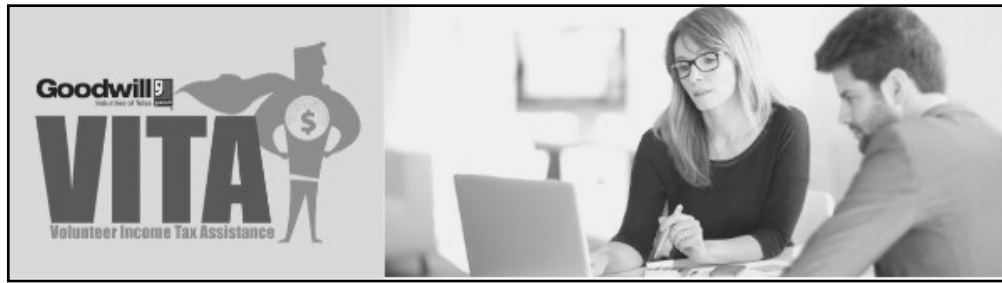
(You must include your name(s) for this nomination to be considered.)

VITAL News

November 2021

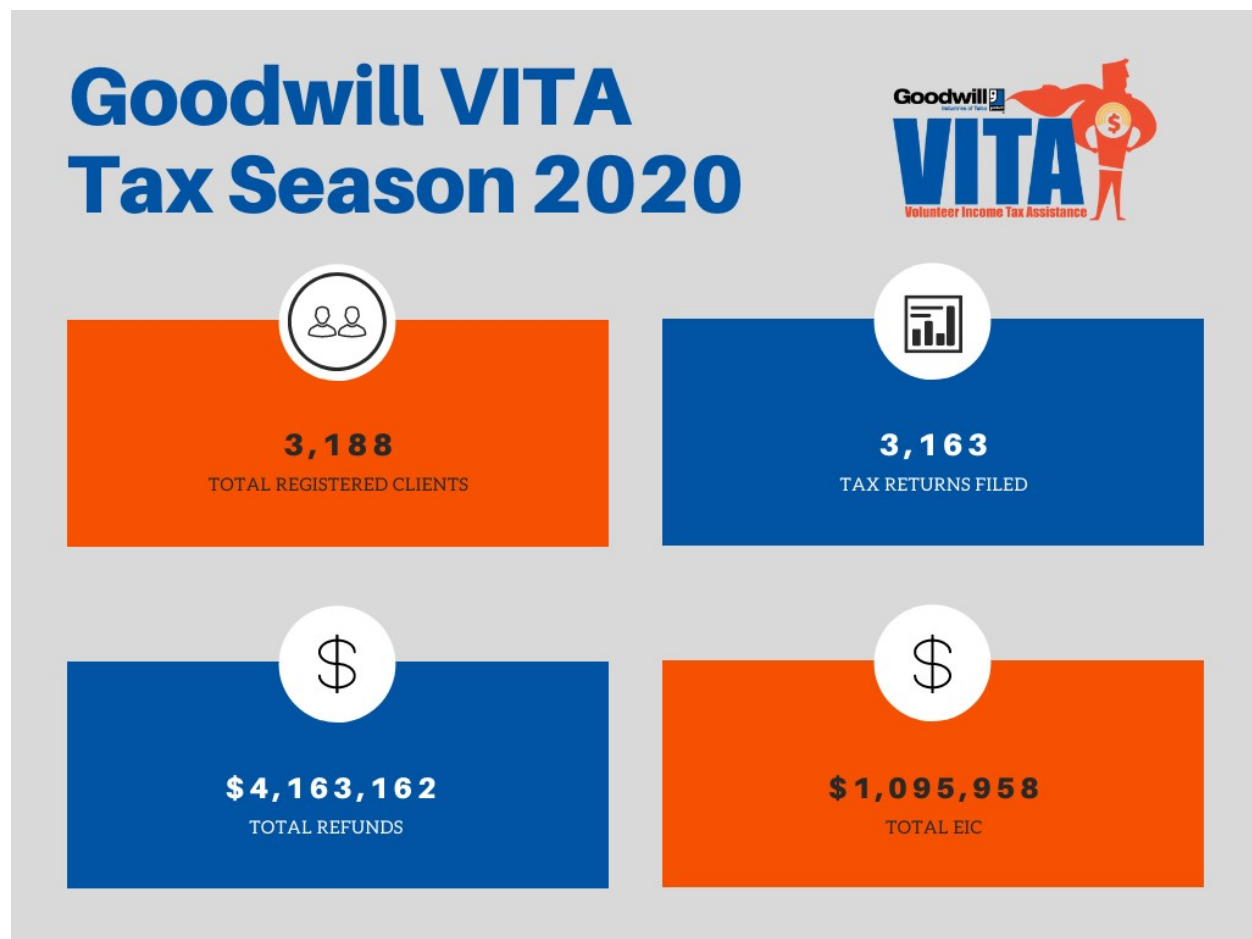
MODI KWANZA

VITA Coordinator/ Financial Resilience
Programs Manager



VITA roundup ...

We have closed tax preparation for the 2020 tax season. The final results (drum roll):



To date, the VITA team has helped at least 276 taxpayers claim just over \$200K in Child Tax Credit. Taxpayers can still sign up for the advanced child tax credit payments or update their information to receive the payments using the online tool at GetYourCTC.org/Tulsa.

At the Tulsa FEC

City of Tulsa FEC Milestones



150 clients
served



\$31,700 in client
debt reduced



\$47K in
savings built

In October, we reached another milestone as we began serving our 150th client last month.

The FEC financial counselors have held 466 sessions, resulting in 48 outcomes for 18 clients.

In partnership news, the Tulsa Day Center has begun making referrals to the FEC. And TEDC, which supports small businesses, will refer local entrepreneurs who might benefit from financial counseling.

As the FEC approaches its one-year anniversary, we're ramping up our efforts to familiarize the community with the service. For example, there are ads on city busses and benches around the city.



Bench at 1700 S Sheridan

If you see one around town, take a picture and share on social media to help spread the word about the service.

Remember, we have a counselor conveniently located at 2800 Southwest Boulevard. If interested, call Kenny at Ext. 333 or complete the appointment form online, <http://fecpublic.org/appointment-tulsa>.

Be well.

Modi Kwanza,
VITA Coordinator, Ext. 249

Meet Your Co-Workers



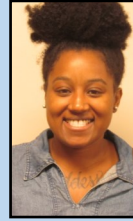
Meet
Lorey Edmonson

Lorey works for Goodwill in the Wares Department as a Sorter. She has been at Goodwill since late June 2021. She says the best part of her job is seeing all the variety of different donations that come in to Goodwill. Lorey is a avid OSU football fan and in her spare time she enjoys reading. Her ideal vacation would be somewhere she could enjoy the quiet and the scenery.



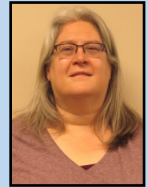
Meet
William Crook

William or "Will" as he prefers to be called is from Stringtown. He has been at Goodwill for about 4 weeks and works as a Material Handler on the Sorting Belt. He says the best part of his job is all the people. In fact he says his favorite thing to do is talk to friends online when he has extra time off. However, he says his ideal vacation would be to sleep!



Meet
Lexus Adkinson

Lex, as she likes to be called, calls Tulsa her home. She has worked at Goodwill since September as a Job Coach. Her favorite thing to do when she has time off is to play with her pet and spend time with family. Her ideal vacation would be to just stay at home.



Meet
Kimberly Fahrion

Kim is Goodwill's TulsaWORKS Career Academy's new Digital Skills Instructor. She has been at Goodwill since September 2021. She enjoys sports and is a big fan of the Cleveland Browns, the Cleveland Indians and the OKC Thunder. Kim enjoys spending time with family. Her ideal vacation would include water views and cool weather.



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

October New Hires

Please extend a warm welcome to our new employees

Processing: Iyanla Hancock, Jennifer Linville, Blakely Payne, Kendall Ware, Dana Willis

Donations: Stephen Hill

Retail: Jesse Angel-Barragan, Daniel Bueno, Jacob Falleur, Vera Grimes, Morgan Hance, Jarrana James, Lisa Lewis, Angela Martin, Lindsay O'Neill, Hannah Scott, Shakiyah Sharrieff, Maranda Wiley, Tyler Shane Williams-Redus

November Anniversaries

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

1 Year: Eva Cevallos Jalil, Joanna Horne, Lian Cing, Libby Lyon, Tina Maali

2 Years: Kristi Bingham, Erika Ceja, Heather Conn, Alura Horn

3 Years: William Brechka, Yvonne Kellum, Jennifer Nobile

4 Years: Tina Abshier, Deborah Snyder, Gregory Fields

5 Years: Tyler Louderback

6 Years: Melissa Buckner, Penny Nickels, Spencer Smith

7 Years: Sherry Love, Angela McGill, Ita Troglin

8 Years: James Shaffer

9 Years: Beverly Patterson

10 Years: Lawanna Arthur

11 Years: William Barrett

12 Years: Judy Lamb, Kathryn Walker

14 Years: Troy Carr, Nancy Wallace, Allen Ward, Jacqueline Wilkins

16 Years: Shelli English

17 Years: Kathi Cornell

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, CDL Truck Drivers
Retail: Sales Associates, Customer Service Managers, Book Clerk, Assistant Manager II, Floor Supervisor

Donations: Donation Attendants

TulsaWORKS: Career Navigator (Manufacturing/Forklift)

Workforce Development: Employment Consultant, Job Coach (Donations, Hospitals),

Administrative: Marketing & Digital Communications Director

Off-Site: Janitor Floor Specialist

For anyone interested in applying for an open position:

*The Goodwill Job Application is available on-line at ... **www.goodwilltulsa.org***

December Birthdays



David Smith—12/2

Leonard Stout—12/3

Stephen Almanza—12/4

Stephen Hill—12/4

Cody Knight—12/4

Tina Abshier—12/5

Bryan Weimer—12/5

Anthony Antelman—12/7

Jael Leon—12/7

Billy Perkins—12/8

Keonna Wright—12/10

Thomas Weber—12/11

Joseph Canaan—12/12

Bruce Phipps—12/12

Tracy Foster—12/13

Walter Clary—12/14

Amy Cates—12/15

Joshua Shannon—12/17

Thomas Henderson—12/19

Kenneth Harrison—12/20

Nancy Webster—12/20

Renee Roy—12/21

Vera Grimes—12/22

Daniel Bueno—12/23

Richard Stubblefield—12/23

Kristi Bingham—12/25

Sinia Manuel—12/26

Lorena Lyons—12/27

Craig Byrom—12/29

Anne Dean—12/29

Lindsay O'Neill—12/30

Dylisia Markham—12/31

