



The Goodwill Insider

Keep Summer Fun by Staying Cool in the Heat

The best season of the year in Eastern Washington is summer.

We all love the hot weather, picnics, days on the river, backyard barbecues and the like, but the easiest way to spoil your fun is not being prepared to handle the heat.

Our bodies are complex systems, just like a car. Depending on its use, we should ensure that it is properly maintained to operate at its maximum capacity. Just like a car, our bodies need certain levels of fluids to run properly.

When its hot outside this is a time we need to pay special attention to the needs of our body.

Here are a couple tips of to

keep yourself prepared for the heat and some symptoms that are telltale signs that your body needs some attention.



First and foremost, *stay hydrated* with water -- avoid alcohol and caffeinated drinks. The most common heat-related condition is dehydration. This occurs when the body loses more water than it takes in, usually through sweating and physical or strenuous

activities. Some symptoms are dizziness, headache, confusion and nausea.

If you feel these symptoms you should immediately seek a shaded area and cool your body temperature by spraying it with water, loosen your clothing and apply a cool rag to your face and neck and drink small sips of water.

Second, *remember your sunscreen*. Sunburn can cause irreversible skin damage, and over time, can lead to skin cancer. The best way to maintain some protection while outside is to wear light-weight, light-colored, loose-fitting clothing.

Summer is the best season in Eastern Washington. Be careful and have fun!

Determined Participant Achieves Success!

Dena's favorite letter of the alphabet has to be Z. It's just a guess, but having daughters named Zianna, Zaire, Zamaria and Zylanique, we're pretty sure it's her favorite.

Dena shared her story of overcoming life's chal-

lenges with members of the Goodwill Board of Directors at the May meeting.

Her story demonstrates some of the struggles many of our participants face -- and the success that can be achieved when you know

what you want and work hard to obtain it.

Dena is a single mother who wants a better life for her daughters. Living in an abusive relationship she divorced in 2001 and struck out on her own.

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Special points of interest:

- In 1961, the Seattle Goodwill opened a branch operation in Pasco, WA. Elaine LaFon was the first branch manager.
- In 1969, the Seattle Goodwill allowed the branch to incorporate as Goodwill Industries of the Columbia, Inc.
- Elaine LaFon became the first woman Executive of a Goodwill member agency.

What's Happening Inside Goodwill

Goodwill is pleased to announce the promotion of Carey Anderson to the position of Kennewick store manager. Carey was previously the Richland store assistant manager. She is joined by former Richland store employee Tammy Supplee.

Congratulations to Yolanda Gomez (and her husband Ignacio Mendoza) of Richland who gave birth to a beautiful baby girl named Sofia.

Wenatchee store manager Anna Davies and Jeremy Pederson were married in Wenatchee. Best wishes to you two!

Goodwill recently signed on with a "Mystery Shopper" program that performs mystery shops to our stores. The program provides feedback pertaining to the shopping experience, cleanliness of

the stores, customer service, etc.

We congratulate Team Hermiston for



being the first store to receive a 100% mystery shopping score. Way to go Ashleigh and crew!

The Pasco warehouse is beginning to take shape. Following a cool and wet spring (and some unanticipated buried treasures), the lot is starting to look like a building. If you get a chance, do take a look-see. You will be amazed.

Congratulations to Nikki and Mark Hutchinson, proud parents of baby Ethan. Nikki, a former Retention Specialist for the Employment Services Department has decided to become a stay-at-home mom. We send our best wishes to Nikki for her work at Goodwill and new addition to the family.

The second annual "Project Goodwill" fashion show was held this year at the Union St. Library in Kennewick.

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Meet Our New Employees

During the second quarter Goodwill hired the following employees in the following facilities:

Pasco store & Pre-vocational program: Daniel Engelman, Javier Flores, Teresa Hernandez, Ismael Martinez, Michael Sandoval, Jarel Slater, Kathleen Surges, Brandon Webber.

Richland store: Joel Castro, Rosa Flores,

Carl Hunsaker, Adam Jones, Janie Lueck, Lauren Manera, Gregory Miller, Christa Petty, Cody Sapp.

Sunnyside store: Michael Alonzo, Rosa Santana.

Walla Walla: Christin Tuttle.

Wenatchee: Yolanda Gamez and Jeffery Whitmire.

Each new employee has attended New Employee Orientation .

We are pleased to have all of you as employees. In time you will see how the services we provide, work we perform and successes we achieve change lives in our community. Welcome aboard!

"Our employees are our greatest strength. The key is finding the right talent and providing the best training we can."

Who "Sells" Goodwill Best...?

In this age of a slowing economy, less disposable income and making our dollars stretch a little further, where do we want people to spend money to get a great deal on clothing and other household items? At Goodwill of course.

So how do we get more people to shop our stores, make a



Goodwill : offering Hope, Ability, Prosperity to people in need

donation or hire one of our graduates?

Who knows the great deals and things that are happening at Goodwill?

You do.

Who knows more about Goodwill than our employees? No one. So the questions must be asked, "Are you doing your part to keep people informed of the

great things we're doing?"

They say the best form of advertising is word-of-mouth. It's true. It works.

Don't be afraid to "toot our horn." If you know of a community group seeking a speaker for a program, let us know. We can make arrangements to make a community presentation or provide a tour. Please help share our story.

Project Goodwill *continued...*

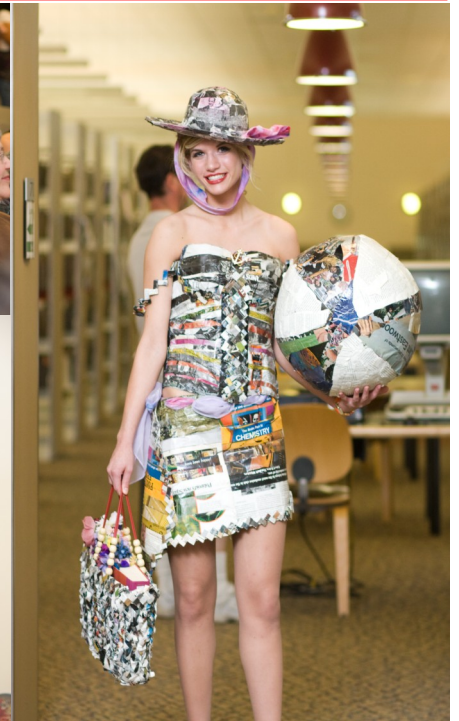
Project Goodwill is a partnership with Barnes and Noble Booksellers, the Mid-Columbia Library System and area high school DECA clubs. Participating teams created three theme-based outfits using items picked from a Goodwill store.

This year's themes were: School Spirit, Literacy and Red Carpet. Teams also created a portfolio which included designs, marketing materials and a presentation of their portfolio for the judges.

The creativity demonstrated by the students was tremendous. In addition, the support provided by the sponsors, club advisors and fellow students was great.

Thanks to Marcy Fisher, Rob Ingersoll, Elena Alexander and Joy Murphy for making this year's event such a success.

Can't wait to see next year's outfits!



Quarterly Puzzler

1. True or False: The name Goodwill Industries has been used since 1902?
2. Goodwill has a talented assistant manager interested in theater and performing arts. Who is it?
3. Before being moved to its present location, what was the address of the Wenatchee store?
4. "For the Love of People," is a book

written about what subject?

5. Scott Shinsato and Joy Murphy share the same birth date. What is it?
6. What year did Edgar Helms pass away? *Hint: A movie title says it perfectly.*

"The puzzler will be expanding to current events, company odds and ends and general Goodwill history"

Spring Puzzler Answers:

1. Seattle Goodwill. 2. Morgan Memorial was Edgar Helms Church. 3. True. Goodwill is the fifth largest non-profit in the U.S. 4. Alaska and Utah. 5. Respect, Integrity and Stewardship. 6. Scott hunts big game using a bow, a rifle and muzzle loader (aka a smoke pole).

Goodwill In The Spotlight

Goodwill recently funded a grant to the Lourdes Foundation to support the ongoing operations at Wilson House. In addition to the funding, Goodwill is maintaining its two, part-time job training positions for individuals seeking community employment.

Goodwill has made six community presentations since the beginning of the year. Presentations have been made to three

Rotary and Three Kiwanis Clubs in the Tri-Cities.

Goodwill recently closed two collection sites, one in Walla Walla and one on Canal Drive in Kennewick. Goodwill opened a new site at Wal Mart in South Richland. We sincerely appreciate **Wal Mart** for their outstanding support of our job-training and employment programs!

At the 2010 Columbia River Relay for

Life event, Goodwill sponsored two teams to participate in raising funds for the American Cancer Society. In a two week time period, Team Goodwill contributed more than \$3,300 to ACS.

Goodwill held a one-day retreat for the Employment Services department at the Hilton Garden Inn. From the positive responses received we will plan to hold these meetings more frequently.



GOODWILL INDUSTRIES OF THE COLUMBIA

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The mission of Goodwill is to provide services that help people with disabilities and disadvantaging conditions achieve their highest level of employment.

Hope • Ability • Prosperity

Visit us at www.Goodwillotc.org

**Good People, Good Stuff,
Goodwill!**

Scott's Thoughts

At a recent meeting of Goodwill Executives in Tacoma, I was underwhelmed by the weather and overwhelmed by the successes shared at this three-day conference. One of the nice things about this conference was not just hearing the stories of successes, but also hearing the stories of projects that didn't go as planned -- not failures, just not as planned.

Sometimes the difference between good and great is the level of experience you possess by having done or tried something new. Never experiencing failure can hardly be considered success. Just like never taking a risk often does not reap a worthy reward.

Our business success is predicated on providing quality services helping people go to work and collecting, processing and selling donated-goods in our retail stores. However, over the course of time, say the past one hundred years, Goodwill has had to try new methods of doing business to succeed over time. Have all of the efforts been successful? No. Have the lessons learned led the way to improved practices, serving more people and putting more people to work? Absolutely.

As times change, so must we in order to stay ahead of the curve. In this day and age, those who try -- and fail, and try again, in an attempt to succeed will be the ones prepared for the world tomorrow.

Keep your head and spirits up and keep on trying. I know we will.

Determined Participant Achieves Success! Continued...

A single parent receiving welfare benefits, Dena came to Goodwill seeking assistance in finding a job. Referred through the Department of Commerce's Supported Works program, Dena had previous work experience, but due to ongoing medical appointments for her daughters, she needed assistance to get back on her feet.

Dena wanted to work in the medical field. In August 2009, she was placed for job-training at Lourdes Medical Center in their billing department. During her six months in program, she participated very well in her training. However, she was still having some difficulty with medical appointments for her daughters and back-up childcare.

To show her dedication to Lourdes and Goodwill, Dena worked even harder to prove she would be a good employee. In February 2010, Dena was enrolled into the Community Jobs program. Still interested in obtaining work with Lourdes

Medical Center, Dena continued to work hard and hope that she would be hired.

On May 18, 2010 Dena was hired full time working in the billing department.



Dena is a proud woman and mother. Her girls were dressed neat and clean and they were well behaved, if not a little shy in front of the Board and staff.

Best of all, Dena answers the questions asked of her confidently and recognizes that Goodwill helped her get where she is today.

"I have a job that I love and can provide for my daughters, thanks to Goodwill."

Her smile cannot hide the emotion in her statement. We are proud of Dena and what she has done to get herself where she is today.

"The people who believed in me, even when I didn't believe in myself, those are the one's I am most thankful for," she added.

Dena is a tremendous example of what can happen when determination is followed by hard work. In our words, she is a shining success.