

Inside Voices

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Goodwill Dates

Cerritos Store Opening
Friday, August 1

BBQ to Celebrate CARF Completion and Store Opening
Friday, August 8

Positive Recruitment
Tuesday, August 12 from 10 a.m. to 1 p.m. @the Multi-Service Center, Long Beach

Yachts Of Fun!
Saturday, August 23

Next Issue, Aug. 15

Next General Assembly
Monday, Oct. 27 @ 8:00AM

**Now Open in Cerritos
Join The Celebration
Today, Tomorrow &
Sunday
Aug. 1, 2nd & 3rd
10745 South St. (at
South & Palo Verde St)
Enter Drawing for an iPod Nano
Today, Saturday & Sunday**

(No purchase required. Winner need not be present to win).

Customer Service Classroom Grads!



The 10th Project M.O.V.E. Class at their graduation on Thursday, July 31, 2008. **Front Row, left to right:** Victoria Villa, Eloise Celestine, Jackie Petty-Wright (Instructor), LaRonda Taylor, Kimberly Driscoll, Delores Frisby, (Goodwill Employment Specialist), and Ms. Driscoll's daughter. **Back Row, left to right:** Sarah Soltero, Yvette Hill, Kaye Shipp, and Sonia Valentin.

Cleaning the Bus Stations in Carson



Gerardo Medina cleaning bus stop in Carson.

The streets of Carson were relatively quiet, and empty. It was around 10:30 a.m. and **Gerardo Medina** and **Gloria Compean** were finishing pressure washing the floors of a Carson City bus station.

Gerardo and Gloria sweep, pressure-wash the floors and benches, wipe the benches and empty the trash cans at the bus stations. They said that they can load up to 20 bags of trash, and make three trips to the city's dump. On average, they can clean up to 60 stations a day, 198 stations a week.

Previously, Gerardo worked as a security guard for five years at Goodwill, but decided to take this job a year ago. He likes this position better because there is no direct pressure and it feels like they are more trusted being left alone to do the job.

Gloria also enjoys working outdoors, but it is the team that she works with that has helped her improve her skills, specifically, **Gregory Brooks**. "We have a great supervisor, he has motivated me to do better." Gloria said she too enjoys meeting new people. The only thing she doesn't quite like is "when it gets too hot!"

Along with Walter Castilla and Omar Negrete, who work cleaning the MTA stations, Gloria and Gerardo begin their workday at 7 a.m. and end at 3 p.m. Monday through Friday. The work is hard yet they find the job fulfilling because they serve others, see new things, and meet new people everyday.

Gerardo said in Spanish, that this job has helped him a lot, and they will always try to do as much as they can to make the job even better. "Hacemos lo más que podemos."

Jocelyn Gómez, PR Writer

Job Openings

Goodwill encourages qualified employees to seek promotional opportunities or career changes at Goodwill. Eligible employees may apply for promotion and or transfer to all openings and will be given the same consideration as applicants from outside Goodwill.

To be eligible an employee must have been employed by Goodwill for a minimum of 90 days and have had no disciplinary activity of any kind within the preceding 6 months.

Applications for promotion and or transfer can be obtained from the H.R. Department and must be submitted to the employee's immediate supervisor and sent to the Division Director for approval.

Current Openings

- Asset Protection Manager
- Assistant Store Manager
- Business Development Manager
- Sales Associate/ Material Handler
- Store Manager
- Truck Driver

Employee Referral Program

Employees are encouraged to recommend individuals for employment. Goodwill's "Employee through Employee" Referral program equals \$50 for staff. To learn more contact your HR Dept.

News from Monday's General Assembly



The second quarter general assembly brought many prizes and surprises for everyone. Goodwill received an OSHA award for keeping a very safe environment. Herman Jett and Steve Seilgman of OSHA presented the certificate to **Christina Gallegos**, who proudly received it on behalf of Goodwill. Christina thanked everyone at Goodwill for being safe and always cooperating with safety procedures, which makes the safety committee's job easier.

This past Friday, everyone at the main plant on PCH was evacuated from the building due to an unknown object, which appeared to be an incendiary device. It turned out to be a false alarm and many went back to work hours later, but others had to leave without being able to punch out for the day. To those people, **Janet McCarthy-Wilson** said they will get paid for the day, and to just talk to their supervisors. Janet thanked everyone for following evacuation procedures. Their cooperation helped everything run smoothly and allowed people to be safe for themselves and their fellow employees.

"Remind each other: it's human life, you have a family to go to," Janet told everyone.

Later she introduced Lieutenant Joe Levy from the Long Beach Police Department and a Goodwill Board member, who announced that he will be working with Janet to develop a training program that will give employees an "overview and proper handling" of what to do in emergency situations similar to the one on Friday.

Salvador Barajas gave a presentation of what the Multi Service Center (MSC) provides to the community of Long Beach, which are services for the homeless, job training and placements, child care, substance abuse, etc. Goodwill's Workforce Development staff provides services that allow people to not only "get the job, but keep the job" Salvador said. The MSC is committed to Goodwill's mission of serving the people and "to teach the value of work."

Karen Tovatt from Human Resources provided updates of new changes to the employee handbook that will be distributed to all employees. She said it is important to read the handbook.

"It is a map of what your rights are as well as your responsibilities," said Karen.

She also said that performance reviews have changed and it is all explained in the memo that everyone received with their paycheck, if anyone has questions please call her.

Janet announced the CARF survey official report will soon be announced, but said there were no recommendations from CARF. According to Janet, CARF gave high marks to everything, not only in safety, but in customer service, workforce development, referrals, truck drivers, evacuation plans, etc.

"That's kudos to everyone," she said, and gave special thanks to Workforce Development for honoring the Goodwill mission.

Earthquakes Are Scary, But Don't Panic

Tuesday's earthquake took everyone by surprise. If it happens again, make sure you follow these instructions:

- ◆ Move away from windows (at least 15 feet).
 - ◆ Proceed to interior corridors or other protected areas. Do not stand under light fixtures or near objects that may fall or move, such as files, water coolers and chairs.
 - ◆ Get underneath desks, tables, etc., and protect your head by placing your arms over your head.
 - ◆ Do not evacuate the building until instructed to do so. If you're in an open area, go to your designated safe area when safe.
 - ◆ When evacuating, go in a direct line away from all walls, flying debris and glass.
- But in any emergency situation, DO NOT PANIC.

Shopping Helps Spread Goodwill

As most of you probably know, Ralphs recently launched its new 'Ralphs Rewards' program. All customers will be completing a new application and receiving a new card the next time they go shopping at Ralphs.

How Does This Affect My Ralphs Card Contribution?

As long as you linked your previously enrolled Ralphs Club Card with your new Ralphs Rewards Card, your participation with GoodwillSolac will continue without change. As a confirmation point, everyone will still see the organization contribution note at the bottom of their receipt.

If you did not link your 2 cards together when you received your new Rewards Card, you will need to go online at www.ralphs.com to enroll your new Ralphs Rewards Card with GoodwillSolac. Our Non-Profit number (NPO) is 83567.

Employees who shop at Food 4 Less, their Food 4 Less community contribution card is not affected and no action is required.



Standing Out on A Street Corner



It has been said that some events in our lives will bring out the best or the worst in people. I believe the incident that happen last Friday July 25th brought out the best in us.

-Debbie Headley

Richard Guiss our Development Director was a perfect gentleman. He loaned money to some of the employees because they didn't have their belongings with them so they could get home. I thought that was very nice of him, and all of our employees did a wonderful job evacuating the building. I would like to thank you all.

-Theresa Vincent

Last Friday, I thought everyone conducted themselves with so much class. It was great to see how we all care and watched out for one another. I know some of us say it but, I really mean it when I say "my Goodwill family." Way to go Goodwill! We have a great security team, and our LST team were very helpful. Janet, our CEO, is such a caring person.

To look up and see her comfort and speak to all the employees with such compassion was awesome. For me, I never thought I would be standing on a corner (just kidding). In the area where our department waited, we were all standing outside at the corner of Esther and Oregon Street. We should all take comfort that if something really bad happens I believe we will all have one another's backs.

-Anita Austin

I would like to give a special thanks to the supervisor of the Long Beach City yard who graciously invited all the Goodwillians to wait in their offices while the Long Beach Police and City officials did their work.

We were standing in the heat of midday unsure how long we would be there, and then Karen gathered everyone up in the yard and said that we will be here for at least another hour and a half. The supervisor then invited us to wait in their cool offices. Bill, being the good person that he is, pulled some water and chips out of nowhere. I would like to thank all who were involved with making us feel as comfortable as possible.

-Valerie Paschall

Friday was a reality check for all of us. We get these drills all the time and are usually very annoyed by them. We're in the middle of our busy schedules and it feels like just a nuisance but this was the real thing. For some reason when the bells rang on Friday, it sounded like the real thing. The bells seemed a little louder and a little scarier than usual and for a good reason, it was real.

We were informed that (*what appeared to be but turned out to be flares – a movie prop or Halloween costume*) sticks of dynamite were found attached to a jacket inside of the Last Chance warehouse. I was a little scared but to be honest I felt that every thing was in control. Our staff and security were great and handled every thing very professionally. I was more annoyed that I couldn't get to my purse or my car, but I guess being in a situation like this, being annoyed would be a good thing this time. Thanks to security and other staff who were there to help un-rattle us.

- Teri Leyva



The Employee Assistance Program (EAP) is here for you. You or your family members can use EAP for Grief and Loss, Emotional challenges, Stress management, Marriage and Family conflict services.

It's easy to reach them and it's **Confidential**. Their toll free number is **800-977-7287**. You can also send them an email at :

askaffinity@acieap.com.

Access to a computer? Surf the Net at <http://www.affinity-online.com>. Our user name is: **good** and the password is: **aci**

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General Assembly: Safety Awards and surprise



Christina Gallegos presented the safety awards, where 11 out of 16 teams (205 employees) won gift certificates to Hometown Buffet as well as discount coupons to many places for the family this quarter.

The winning teams were: Custodial, Maintenance,

Compliance; Belmont and Administration; Hawaiian Gardens and Torrance; Norwalk and Workforce; Shopgoodwill and Compton; Lomita, Finance, IT; Paramount and Carson; Transportation and truck drivers; Gardena and Last Chance; Artesia and Human Resources; and Atlantic and P.C.H. store.

All the representatives of each team accepted the awards (*pictured above*).

At the end of the assembly, everyone was surprised to know that some of the balloons in the assembly had surprises inside. Those with a balloon tied to their chair popped the balloons to claim their prize.

The next general assembly will be October 27.

Tell A Friend!

Our Newest Store in Cerritos Is Open !

**Goodwill Store
Grand Opening Celebration
Today, Tomorrow, and Sunday
Aug. 1, 2nd & 3rd
10745 South St. in Cerritos**

**Today & Saturday,
1,000 items are marked FREE*
Clothing, housewares, furniture
If you see it and it's marked FREE, it's yours!**

**Today, Saturday & Sunday
Enter Drawing for
an iPod Nano**

(No purchase required. Drawing to be held close of business on Sunday, Aug. 3. Winner need not be present to win).

At the corner of South St. & Palo Verde in the shopping center in-between CVS Pharmacy and TJ Maxx
10745 South Street
Cerritos, CA 90703

**One free item per family.*