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A Message from Goodwill Regarding COVID-19
Goodwill Retail & Training [community@goodwillsp.org]
Sent: Sunday, March 15, 2020 6:59 PM
To: Steve Johnston

The latest blog post from Goodwill SP [View this email in your browser](#)

blog

Goodwill
Industries of the Southern Piedmont

This is the official blog of Goodwill Industries of the Southern Piedmont. Here is a message from President & CEO Chris Jackson regarding COVID-19.

Hello Everyone,

Goodwill exists to help people see possibilities, seize opportunities, and prosper. Our work is partnering with individuals in our community to help them achieve their goals around family-sustaining employment – this means accessing jobs that provide better wages, benefits that support their families, and opportunities to develop in order to build a career. **We are fully aware that the impacts of COVID-19 will disproportionately impact people in our community who have limited resources, options and access. Our commitment is to stand by and with the people who need us most during this critical time.**

Thanks to the generosity of those who donate funds, gently used items, or shop in one of our 26 retail stores and online, we are able to offer all of our services at no cost to participants and employ more than 1000 team members across our region. We are working very hard to maintain operations and services, as long as we can do so safely. Many people are depending on us to keep them healthy and safe, while at the same time supporting them to sustain their families. This is a delicate balance that we take seriously.

Like the rest of our community, we are very concerned about the coronavirus (COVID-19). We have been monitoring recommendations from national, regional, and local authorities and are taking the following actions to do our part to help prevent the spread of the illness and to ensure the health and safety of our team, customers, and those we serve:

- Instituting additional cleaning and sanitizing protocols in all of our stores and facilities.
- Providing additional flexibility for our team members to work from home when possible and adjust their schedules as needed, and have made a commitment to ensure uninterrupted pay for a period of time should a team member be required to be out of the workplace due to a COVID-19 related illness.
- Continuing to offer our skills development training, as well as career and supportive services as much as we can using virtual technology where possible.
- Postponing events larger than 100 people in any of our facilities, and conducting meetings virtually as much as possible.
- Suspending all non-essential business travel.

We appreciate your ongoing support and patronage – it makes a difference, because everyone and everything matters! Across Goodwill, we are practicing the following to keep our community healthy, and encourage you to do the same.

- Avoid close contact with people who are sick.
- Practice good hand washing. (20 seconds or more with warm soapy water).
- Cover coughs and sneezes with a tissue or your elbow.
- Avoid touching your eyes, nose and mouth.
- Stay home when you are sick.
- Clean frequently touched surfaces often.

Again, thank you for your support and understanding during these critical times. This is indeed a challenging time for all of us. I pray that as a community we will work together to get through it and in doing so, will gain some empowering lessons that will make us better.

Sincerely,

Chris

Chris Jackson
President & CEO
Goodwill Industries of the Southern Piedmont



Originally from Atlanta, Meghan Clark relocated to Charlotte in 2014 after the birth of her daughter to be closer to family. Meghan loves cooking, and had worked in the restaurant industry for most of her career, but when a friend referred her to the free job training programs at the Goodwill Opportunity Campus (GOC), Meghan embraced the opportunity to make a change. "I was really excited and I just decided to go for it, which is not typical of me," she said. "I was just like, I've got to try something different!" She decided to jump right in – on the same day she visited the GOC, she signed up for the Customer, Administrative and Business Services (CABS) training course. "If I was going to make this happen, I had to take some big risks, and I got some big rewards," she said. On the last day of her CABS course, Emily Scott, Sr. Development & Training Specialist, asked for Meghan's phone number, saying that she may have a temporary job opportunity with Goodwill University. The next day, Emily called, and the next week, Meghan was working in Goodwill U.

On the Goodwill U team, Meghan gained a range of new skills and was ready to look for the next opportunity when this assignment ended. As luck would have it, a team member in Goodwill's Basic Needs department welcomed her baby right as Meghan's assignment was set to end. Rachel Leach, Job Resource Center Supervisor, asked Meghan to cover this newly opened position while the woman was on maternity leave. In this temporary role, Meghan learned a lot about the services offered by Goodwill and our partner organizations such as Loaves and Fishes and Crisis Assistance Ministry. To say Meghan was happy to work for on another assignment with Goodwill may be an understatement. "I really love being here. I love what Goodwill stands for, I love what they do for people," she said. "I've always felt like it was something I could relate to from a personal perspective since I know what it's like to not be happy with your job, not feel like you're making the money you need to support yourself and your family, and need a new direction. So if I can be part of other people's journeys that I went on, I'm all for it."

It's clear she enjoyed her time with Goodwill, because Meghan just transitioned into her third role with Goodwill, this time as a full-time Client Navigator! Meghan now helps new clients register with Client Track and figure out what services would best help them achieve their goals. Meghan's favorite thing about working at Goodwill is how supportive everyone has been. "Coming from the restaurant industry – it's really competitive. Good restaurant jobs are hard to find and there are a lot of people who don't want to work in the restaurant industry, so you work with people who aren't as passionate," she said. "I still love cooking, but here, it's been completely different. I feel like anytime I do something well, everyone is super supportive and happy for me. I feel like I've found a new little family!"

Meghan just started coursework at Central Piedmont Community College (CPCC) toward an Associate's degree in nonprofit management. Her sights are set on completing that degree, earning a Bachelor's degree from UNC Pembroke, and then a Master's degree from UNC Charlotte. "I definitely feel like I've found my calling, and that this is where I need to stay, in nonprofit," she said. "I'm still amazed at how everything fell in line."

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