

VOLUNTEER NEWSLETTER



FALL 2018

Thank you to the nearly 500 volunteers who responded to the volunteer engagement survey. We were thrilled by the response, and have spent time reviewing all the information and comments. Based on the feedback provided, we will be making changes to make your volunteer experience more rewarding.



THE FOLLOWING ARE THE CHANGES THAT WE HAVE MADE SO FAR:

Food safety: The Nutrition Department has been working with the Kitchen and Volunteer Departments to post food safety tips for everyone. You will notice new hand washing signs and, soon, more information and locations for hairnet use in the kitchen, including addressing special guests and hairnets.

Name tags: Name tags are available at the front desk and in the kitchen. We encourage volunteers to wear a name tag when volunteering at God's Love. We want everyone to feel welcome.

Service hours: We will continue to post monthly service hours in the lounge and on the new website. If you have questions about your hours please stop by the Volunteer Department, we would be happy to review them.

Lockers: The Facilities Team has made repairing the lockers a top priority.



Kitchen equipment and facilities: The Kitchen and Facilities Teams are working on addressing some concerns in the kitchen. New paper towel dispensers have been added to the kitchen and the restrooms. The kitchen floor was fixed to prevent flooding in meal packaging. The Facilities Team also worked over the weekend to add texture to the front steps and ramp to prevent slips.

Communication: We have been putting in an extra effort to keep you informed of changes and adjustments to volunteer shifts and agency changes. This includes a quarterly Volunteer Newsletter.

Client menu and production: The client daily menu will be posted in the kitchen for all to see along with the day's production schedule. You will now be able to see the wonderful menu items the kitchen has created.

Youth volunteering: We now offer Crafting Love projects for both student and adult groups. Both children under the age of 18 and extra volunteer groups can now do crafting projects during the year. These include beading bracelets as well as making both birthday and holiday cards for our clients. If your children or grandchildren are looking to get involved, stop by the Volunteer Department for more information.



... and more to come!

Volunteer Needs:

The winter months are very busy and challenging for God's Love as an agency, and we have been preparing for the Thanksgiving and Winter Dinner deliveries since late July. Many of you have signed up for extra shifts and to help with meal delivery on Thanksgiving Day.

If you are looking for other ways to support God's Love during this time of year or would like to try something new, please see below for a list of volunteer needs during the winter months. You can also stop by the Volunteer Department anytime to ask more information about these shifts.



Meal Packaging: In the weeks leading up to an agency closure there is often a need for more volunteers in Meal Packaging. Meal Packaging involves packaging our nutritionally designed menus into bags for delivery to our clients. The tasks require reading small text and attention to detail. The Meal Packaging Department and volunteers ensure that the right meals are delivered to the right client in a food safe manor.

Office Assistance: The Client Services Department works to recruit and enroll clients to God's Love services, as well as provide ongoing customer service via telephone. The Client Services Department needs volunteers to provide a high quality of service to our growing client community. Tasks for volunteers range from listening and responding to client voicemails, entering client information into our client database, and conducting telephone interviews with clients for service enrollment. If you are interested in helping, please stop by the Volunteer Department for more information.



Client Meal Delivery: When the agency is closed due to weather, or extra meals are delivered for scheduled closures, we urgently need support getting those meals to the clients. Client Meal Delivery volunteers will ride along with a staff driver and support the home-delivering of meals to our clients.

Crafting Love: We believe what makes God's Love so special are the personal touches we add to every meal. These special touches include a decorated a holiday card with the December Winter Holiday Dinner meal delivery. We have craft supplies in the Volunteer Department to create holiday cards. If you would like to take supplies home or to a school, please stop by the Volunteer Department for more informaiton.



Holiday Gifts for Clients: Each year we send a small gift to each of our clients. For clients with kids we include a gift card for the holiday. If you would like to purchase a gift card for a child, you can bring the gift card to the Volunteer Department before December 7th and we will send it to the client. The suggested gift card amount is \$20.

For a list of all available volunteer opportunitites you can SIGN UP at
www.glwd.volunteerhub.com

Staff Changes:

Yolanda Deceus will be joining the Volunteer Department in late November as our Volunteer Engagement Manager. Yolanda comes to us from Heartshare Human Services and United Cerebral Palsy of New York. Yolanda has a lot of experience supporting volunteer engagement and developing programs that support volunteers. She will be spending much of her initial time here working alongside volunteers across the agency. Please stop by the office anytime to say hello and introduce yourself. We are very excited to have Yolanda joining us, and look forward to warmly welcoming her to the God's Love family.

Meet the Team:



Steven Marion
Director of Volunteer
Services and Special Events



Gerlinde Gentzke-Leykam
Volunteer Engagement
Coordinator



Roberto Guerrero
Volunteer Engagement
Coordinator



Shaine Pouelson
Volunteer Engagement
Coordinator



Candy Yun
Manager of Special Events
and Volunteer Projects



Chrissy Basham
Meeting and
Event Planner

Food Safety Tip:

It begins as soon as the leaves fall off the trees: as the mercury drops and the sunlight fades, the sniffles set in. Disease-causing organisms live on skin or can be transferred to hands after using the restroom, riding the subway, or by touching your phone. The best way to prevent the spread of germs is by washing your hands often.

While volunteering in the kitchen, volunteers are required to wash their hands as often as needed. You should wash your hands before and during your shift, and if you touch your skin, face, hair, phone, trash can, or if you pick something up off the floor. If you ever question when you should wash your hands, please wash your hands!

When washing your hands always use soap, and lather for 20 seconds before rinsing. When you are finished be sure to use a paper towel to turn off the faucet.

Because most of our clients suffer from weakened immune systems, it's very important we take extra precautions against cold and flu contagion especially now and through the year.

Thank you, from the Bottom of our Hearts:

We are thrilled to report that since launching Volunteer Hub in October of 2017, we have had **13,480 volunteers** supporting God's Love. Together, these wonderfully dedicated people have donated **119,939 hours** of service! This is fantastic and wonderful news. **THANK YOU EVERYONE** for all you do to help our neighbors in need. It means everything to them to be remembered and cared for. Please know how much we all appreciate you!

During this same time, we delivered **1.4 million meals** to **7,000 clients**. The kitchen introduced **65 new menu items**, chopped **70,000 pounds of carrots**, and ladled **80,000 gallons of soup**. Meal Packaging packed over **3,900 Kid's Breakfast Kits** and tested shipping meals to clients. Delivery drove more than **187,000 miles**, Client Services managed more than **105,000 calls** from clients and the Finance Department processed more than **32,000 contributions**.

Volunteers' commitment to our mission and their individual and team efforts are absolutely essential in all departments of God's Love We Deliver. The public is made aware across all messaging platforms that they are supporting you because you are doing what urgently needs to be done. You are champions in every way because of your care and concern. Without the support of each and every volunteer we simply would not be able to do what we do for our clients year round.

Please Update Your Emergency Contact Information



Log in to your account and make sure your emergency contact information is correct. You can log in and update all your information at www.glwd.volunteerhub.com