



VERY SPECIAL THANK YOU'S GO OUT TO EVERYONE WHO VOLUNTEERED
TO HELP AT MEN IN THE KITCHEN!!!

Diane S.
Noel H.
Dawn V.
Molly S.
Teri H.
Sandy C.

Jennifer D.
Lois M.
Bernie H.
Annie S.
Greg B.
Jean S.

Rita V.
Terri R.
Gregory H.
Jill S.
Pat B.

Brenda H.
Betty I.
Larry S.
Bob C.
Heather R.

The Family Center
500 25th Street North
Wisconsin Rapids, WI 54494

To:



***Happy
St. Patrick's
Day***

TEAM FCI NEWSLETTER

February/March 2009 Volume 4 Issue 2 & 3

NOTES FROM RHONDA'S DESK

Greetings!

What a great turnout for the volunteer meeting! 19 volunteers were in attendance! Thank you all for bringing so many yummy goodies to share.

Thank you, Jennifer DePatie for being the "scribe".

Thank you, Arline, for attending and explaining what the volunteer survey was about. We are looking forward to receiving it in our email or mail box.

A special thank you goes out to Jill - (Youth Advocate) - on giving a talk on Teen Violence prevention. I learned a lot of good information; even though I don't have teens at home I am around them during various social obligations. The information you gave us and what to watch for is most useful.

I most especially want to thank everyone who said that they would be willing to help with the Cranberry Blossom Fest Volunteer Fundraiser! We are going to have a float in the parade, a brat fry and a bake sale!!! Weeeee...I have started by "booking" Catholic Charities and have a call into the parks & rec. department on booking Veteran's Park. As soon as we have the big pieces in place I'll get the planning committee together to start working on the smaller things.

Have a great day and Happy Valentine's Day to you all!

Until we meet again - Blessings!

Rhonda

Survey Update

Thank you to all who have responded so far to the survey regarding the volunteer activities here at the Family Center. I appreciate your comments and want to let you know that I take all comments good or bad and turn them into something that we can use to make our volunteer program better.

If you have not yet received or lost your survey please let me know. And if you haven't filled it out - would you please do so? We are going to extend the deadline out to March 31. We would like to present our findings at the Volunteer Banquet on April 28th.

Thank you so much for your help and participation.



No matter where you
go...there you are.

~Anonymous

Let's go to the Movies!!

I recommend seeing the moving "Gran Torino" for its portrayal of Hmong culture in a big city setting, complete with gangs, unfortunately. It is a typical Clint Eastwood movie (violence) but the story is fine:

"Walt Kowalski is a widower who holds onto his prejudices despite the changes in his Michigan neighborhood and the world around him. Kowalski is a grumpy, tough-minded, unhappy old man, who can't get along with either his kids or his neighbors, a Korean War veteran whose prize possession is a 1972 Gran Torino he keeps in mint condition. When his neighbor Thao, a young Hmong teenager under pressure from his gang member cousin, tries to steal his Gran Torino, Kowalski set out to reform the youth. Drawn against his will into the life of Thao's family, Kowalski is soon taking steps to protect them from the gangs that infest their neighborhood. (Written by Alfiehitchie -The Internet Movie Database.)"

It is interesting to see Hmong family life, a shaman, and food celebrated in a movie. It seemed fairly consistent with what I understand about Hmong families. -Elaine Momsen
Thanks, Elaine, for sharing this with us.

TEAM MEETING NOTES

Wednesday; 1/29/09

6pm - 8pm

Jill - Children & Youth Coordinator - gave a presentation on Teen Violence, Date Issues, and Peer Pressure

* Handout - "Rights in a relationship"

* Tips on ways to keep kids safe - my space, text messages, email, etc.

* Ways to help teens that share concerns:

Listening, gaining their trust, asking and exploring if they have anyone they can speak with and offering other avenues such as - teachers, relatives, FCI counselors, spiritual resources (pastor/priest), etc.

* Juli Spice, "It's everyone's responsibility whether you have children or grandchildren to be alert and aware of what's being said around them (adults) - because things can be said not necessarily to them (the adults) but it is our responsibility to follow-up and refer."

Arline Hillestad - visited our meeting:

* Presented a time-line for Men In the Kitchen - the various jobs that will need volunteer help.

Rhonda - passed around a sign-up sheet after briefly explaining what each job would be doing.

* Volunteer Survey - Arline passed out the survey that will be sent out via email and paper copies will be sent out per request.

Rhonda - Emergency Weather Procedures

* A procedure was passed out and discussion took place clarifying what the exact steps should be.

Cranberry Blossom Fest

We decided as a volunteer team to go ahead with the brat/bake sale and parade float.

Planning Committees were formed (feel free to call and let us know if you are interested in helping with any of these.)

Parade Float Committee: Rita V, Jennifer D, and Juli S.

Bake sale Organizer: Bernie H.

Brat Sale: Noel & Brenda Hubler & Laurie H.

Obviously, we will need more help than just these few people but it's a start. I will start putting together plans and once we get the major pieces (the park, the float, etc.) in place we can meet to discuss plans.

UPDATE: 2/10 I contacted Catholic Charities and we have brat fry workers!!!!

Our **next meeting** will be on TUESDAY; April 28th (Volunteer Banquet) time and place to be announced! All I know right now is the theme ("There's no place like home") and the fact that I am cooking.



The Family Center, Inc.

500 25th St N/Wisconsin Rapids, WI 54494

Phone - (715) 325-7601

kaenan@familyctr.org

We're on the Web!
See us at: www.familyctr.org



Customer Service?????

"What do you mean 'customer service'??? We don't sell anything! It's not as if we have a store front or anything...customer service, bah!"

How many of you feel this way or have never thought about what we do as being customer service oriented? Who are our customers? Externally - our customers are those who come to us seeking safe shelter, counseling, pantry goods, clothing and those who call in needing someone to talk to. They are those donors who give food, clothing and household goods and funders, who make it possible for us to stay open & to offer a safe shelter and counseling. Internally - it is all of us. Staff, volunteers, donors, callers...we are all customers to one another.

In my job, as volunteer coordinator, my customers are the other staff members - I fill their personnel needs by finding people who would be willing to help with day-to-day duties to free up some of their time so that they can concentrate on their specific job duties. My customers also include, you, the volunteers - it is my job to make sure you receive what you need in order to feel empowered to do your assigned tasks.

As lead receptionist my customers include everyone who calls in, comes in or works here to make sure all feel at home and welcomed. Part of that job is to be able to route calls to the proper places and people, to take messages and give messages to other staff members when needed.

Who are your customers? Think about it for a moment and then think about what you can do to help your "customer" make their visit, stay or work environment a more positive experience.

We all answer to someone else for everything and it isn't about who answers to who in the "food chain"...it's about who we answer to make their experience here better or more fulfilling.

~Rhonda Kaenan

"Biggest question: I sn't it really 'customer helping' rather than customer service? And wouldn't you deliver better service if you thought of it that way?"

Jeffrey Gitomer

2009

Volunteer Team Training

April 28th, 2009

Volunteer Banquet

Join us as we journey through
OZ - to the land of
Volunteering!

6pm - 8:30pm

First Congregational Church
(Behind Rogers Cinema)

Watch for your invitation to
arrive soon!!!

July 29th, 2009

6 - 8pm

All Training

Potluck - The Family Center

October 28, 2009

6 - 8pm

All Training

Potluck - The Family Center

December 2, 2009

(First Wednesday in December)

Holiday Party

Time & Place TBA