

# Annual Report 2009

**GOODWILL  
INDUSTRIES**  
O F A L B E R T A

*Our business is changing lives.*

## MESSAGE FROM THE BOARD CHAIR 2008 – A YEAR OF CHANGE

Goodwill Industries of Alberta has experienced an exciting year with many significant organizational and Board changes. I believe these changes have reinvigorated both the organization and Board, and have strategically positioned Goodwill for improved services and strong, sustainable growth.

The Board has played a critical role in both initiating and supporting organizational and Board changes. A key Board project begun in 2008 was the implementation of a new governance model to place more emphasis on the processes and practices of governance by focusing on relationships. As part of this model, the Board introduced a more sophisticated strategic planning process that includes the formalization of risk management as an integral component of planning. To support Board governance, a mentoring policy was implemented and the development of an orientation manual for new Board members was initiated. Finally, and perhaps most importantly, the Board selected a new CEO to take the Goodwill organization to a new level.

Under the thoughtful leadership of our new CEO, a new chapter has begun in the history of Goodwill. The mission and vision have not changed. There has been, however, a renewed focus on the people that are the heart and soul of Goodwill, and on enabling organizational processes, systems, and tools they need to continue providing the high quality services that have made this organization a pillar in Alberta communities.

Over the last year the organization has emphasized the value of careful analysis, decision-making and communication in the planning and execution of significant changes. These changes have included organizational restructuring to improve individual role clarity and accountabilities, an emphasis on communication with staff and volunteers, improved resourcing for the Retail operations, and a focus on operational efficiencies, all of which have improved support for Goodwill's programs.

I am very excited and extremely pleased by all the energy and hard work that have been invested in Goodwill by dedicated teams of staff and volunteers on the Board and in the organization. You have taken Goodwill to where it is right now. Much work remains to be done, both at the Board and organizational levels, but I have no doubt that the continued energy, motivation and commitment of staff and volunteers will produce a stronger, more sustainable, forward looking organization eager to meet the challenges of its mission – to change the lives of people with disabilities and disadvantages by turning household donations and other resources into training and jobs.

***Congratulations to all Goodwill staff and volunteers!***

**Greg Thiessen**

### THE COMMUNITY GAVE TO GOODWILL...

Donations  
422,397  
Retail Revenues  
\$12,447,760  
Program Funding,  
Provincial Government  
\$2,007,706  
Funding, Capital Region  
United Way  
\$157,476  
Grants, Alberta Lottery Foundation  
\$107,620  
Other Income  
\$1,770,249

**TOTAL \$16,490,811**

### GOODWILL GAVE BACK TO THE COMMUNITY...

Number of hours of support to  
"Power of Work" participants  
97,504  
Pounds of household goods re-used,  
kept from landfill  
14,800,000  
Wages & benefits to Goodwill Staff  
\$9,466,157  
Occupancy costs of donation centres,  
stores and training sites  
\$3,979,335  
Material Costs  
\$318,855  
Other Costs  
\$2,533,025

**TOTAL \$16,297,372**

### CONTRIBUTIONS BY INDIVIDUALS SERVED...

Volunteer hours in the community  
by individuals served  
15,290  
Revenues Generated by  
Contract Services  
\$209,788



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## Thanks to Goodwill

I have been at Goodwill for about 10 years. At first I came to a program that helped me make friends and do social activities. Goodwill changed this program to an employment program and I decided to stay to find a job and become more independent. I got a job at the Goodwill ADC sorting and hanging clothes. When that job ended, Goodwill supported me in finding another job and taught me skills I would need to work. It was hard for me to find a job because of my poor vision. I was extremely frustrated because I could not find work. My Goodwill staff tried to help me, and I felt like I could talk to them about my feelings. Then one day I was asked to work 4 hours a week to cover off at the reception desk. Three months later I started working three days a week! I am so grateful that Goodwill has supported me in my job, it has made me feel good about myself, taught me new skills, and provides me with a pay check. With my pay checks I am now able to go shopping, go out to lunch with co-workers, and go on vacations with my roommates. Thank Goodwill for all your support.

### **The Changes the Individuals have noticed in their lives since coming to Goodwill**

- "I've been able to keep a full time job and stay on task."
- "Goodwill helped me to get job and support me at the same time."
- "I came to Goodwill because I didn't have a job, now I have a job."
- "I feel happier that I have a job in which I get paid. I feel healthier."
- "I have made progress in many areas, such as job skills and social skills have improved."
- "I found a job with your help. Workshop helps me."
- "I have gotten my level 1 daycare and working towards my level 2. I am working at a daycare"
- "To control my anger, personal space, person hygiene, customer service, how to dress appropriate and how to behave in public and confidence to myself, they helped me find a job at a gas station."
- "I can do more now that I did before."

### **What the individuals like about Goodwill**

- "I like making lots of money"
- "The support I receive"
- "Goodwill give me chance to be involved with the community"
- "It is a good place because it found me a job that suits my abilities."
- "They helped me find a good job they encourage me to improve and set goals"
- "I like both staff from both places, they are kind and helpful and they are very approachable for when you need something they are always there to assist you in what you need."
- "they let you do a lot for yourself."