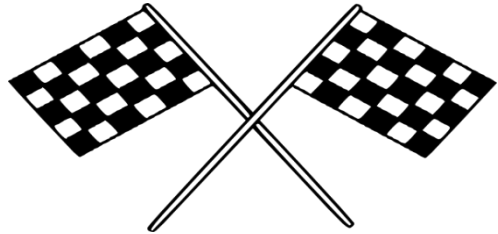


HIRE A DRIVER OWN YOUR OWN SHOWROOM

Chemainus Health Care Auxiliary

Marie Hinchsliff Susan Beaubier June Romero-Cabrera



BCAHA CONFERENCE

21 APRIL, 2015



MacMillan Bloedel Ltd.
No. 1044

 **Chemainus Health
Care Auxiliary**
Since 1899

MARCH 2015

OUR ROLES IN THE COMMUNITY

- Support comfort and care of the residents in the CHCC through financial donations and service
- Provide an economical shopping venue
- Recycle and reduce items sent to the landfill
- Provide an opportunity for social networking, support, creativity, skills development
- Provide jobs, including those for students

THE MAP:

OWNING OUR “SHOWROOM”

- Our history, needs, options
- Our experience and benefits

HIRING a Driver

- Our history and rationale
- Staffing – 6 part time positions

BRAKE



THE MAP:



THE DRIVER'S VIEW OF THE ROAD

- Communication
- Consistency
- Compassion

OUR EXPERIENCE AND THE BENEFITS

QUESTIONS

VIDEO

OUR HISTORY



OWNING OUR “SHOWROOM”



Our History

- First 23 years rented (1958 – 1981)
- now in our third owned building
- Purchase history 1981 = \$33,500 (building + additional lot); 1986 = \$65,000; 2005 = \$575,000 + GST (much > space)
- Mortgage held on only one bldg. (for 22 months), otherwise full purchases

Two of our Thrift Shops



THRIFT SHOP 1958-69

1969 rented Thrift Shop building



1981 First owned Thrift Shop building



Our current Thrift Shop

OWNING OUR “SHOWROOM”



- Foresight to grow a building fund (15% of monthly gross set aside)
- Be **brave** (but not foolish) and be **bold** (but not arrogant)

OWNING OUR “SHOWROOM”



Needs, rationale, options:

- Defined need
- Did homework –sought advice,
- Built a clear financial picture
- Pros and cons of owning and renting
- Did not have to take large financial risk
- Grew premises incrementally
- Took advantage of opportunities as they arose e.g. building fund allowed us to do this

OWNING OUR “SHOWROOM”



Our Experience

- Took time to adjust and organize
- Much more space
- Customers very pleased
- Having a maintenance manager expedites planning and addressing building issues and emergencies

The Benefits

- Larger display area, more sorting room, better space for customers = increased sales
- No mortgage to pay
- Independent - can plan for repairs, renovations and immediately address any emergency repairs

Change over day - March 31, 2015

Line ups for an hour and a half - our customers love the Thrift Shop!



How many
bosses do I
have????



Thrift Shop Improvements

Renovations



All Finished!



Retail Displays





Our displays are popular



HIRING A DRIVER



HIRING A DRIVER



History and Rationale

- Identified need and potential
- Did our homework
- Embraced the concept that it costs money to make money
- Created a committee to prepare a case for hiring a manager
- Be sure all were in agreement i.e. **all working toward the SAME goal**
- Prepared a very clear plan, including pros and cons, to present to the membership for an open and in depth discussion and vote.

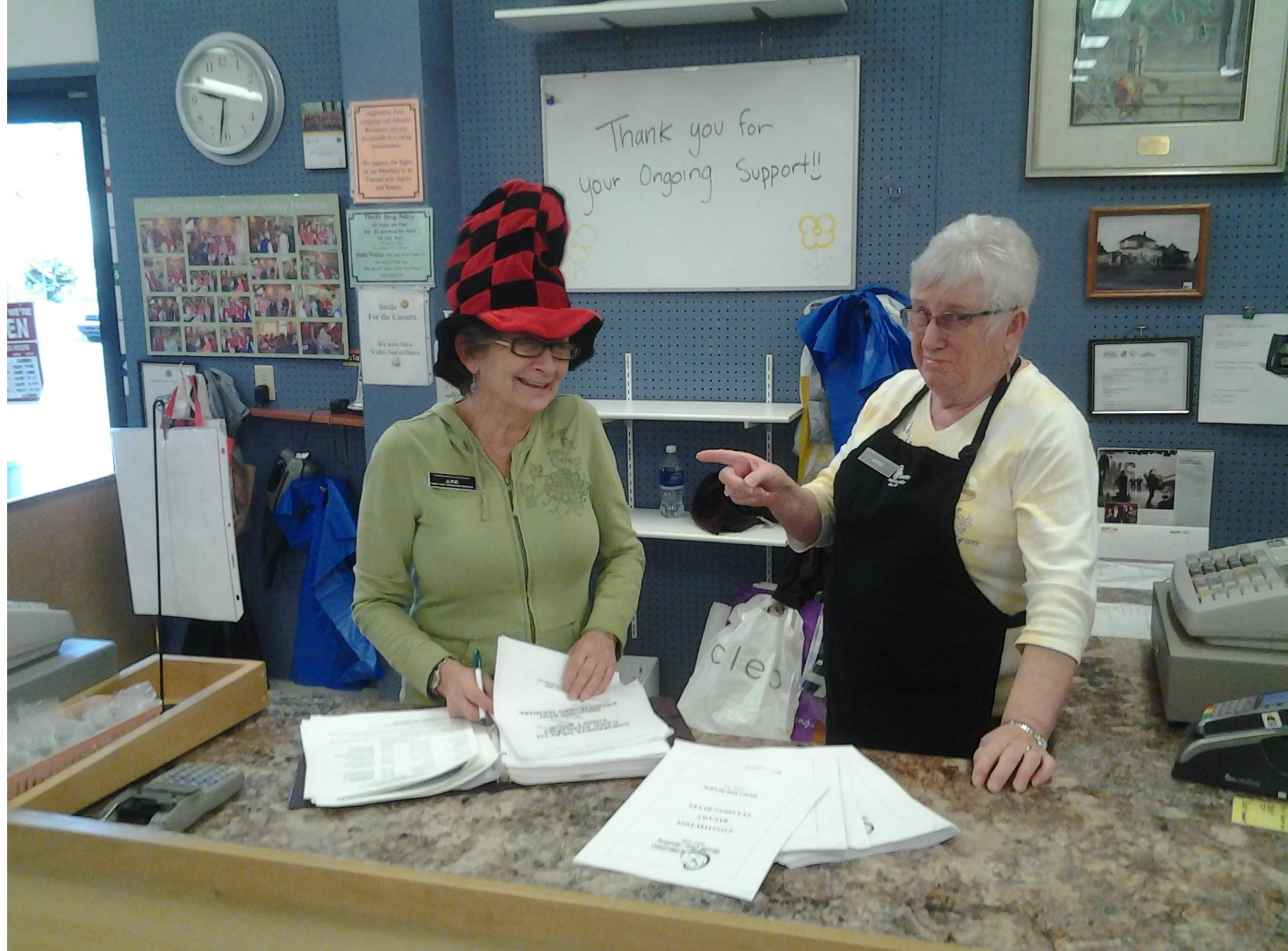
HIRING A DRIVER



Our Steps:

1. Develop a job description and letter of agreement, including a specific probationary period (BC Employment Standards an invaluable reference www.labour.gov.bc.ca/esb/esaguide)
2. Design hiring process (seek advice from people with HR experience)
 - a) Create job ad
 - b) Design the interview questions and rating criteria
 - c) Carry out interviews, reference checks, decide and be satisfied in own minds as to why
 - d) Plan a thorough, step-wise orientation and training.

Effective
training is
essential



HIRING A DRIVER



- Introduce new manager to other employees and volunteers and foster team development amongst them
- Post the responsibilities/duties so they are clear for the shop volunteers
- Create a staff-executive liaison position as part of the executive
- Create a Personnel Committee
- Be sure to have shop policies and procedures in writing

CHEMAINUS HEALTH CARE AUXILIARY THRIFT SHOP

POLICIES AND PROCEDURES MANUAL



HIRING A DRIVER



- Design and implement an annual review process.
- File documents as confidential
- Create a personnel policy manual to guide and safe guard the auxiliary in its role as an employer

Next steps?



HIRING A DRIVER



OUR STAFF POSITIONS

➤ Management Team (a well-oiled engine):

(part time, all three can cover each others' key responsibilities)

- Operations Manager
- Assistant Operations Manager
- Maintenance Manager

➤ Students (our pit crew):

- Three grade 11/12 students who work Saturdays and 2/3 time during July & August
- Student staff alleviates the challenge of finding volunteers to work on Saturdays and during summer holiday time



Our Staff – the Management Team



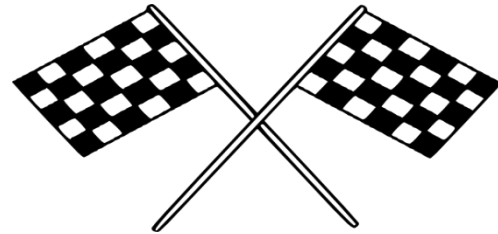
Training session with Melody



Our Students

HIRE A DRIVER
OWN YOUR OWN SHOWROOM

BRAKE





DRIVER'S VIEW OF THE ROAD

THE DRIVER'S VIEW OF THE ROAD

COMMUNICATION:

➤Community:

- they are your supplier & purchaser
- know their wants
- working the floor
- greeting all /eye contact



Our customers



THE DRIVER'S VIEW OF THE ROAD



➤ The Executive:

- "them and us" mentality
- change from within
- your team backing you up

Team work



THE DRIVER'S VIEW OF THE ROAD



➤ Your Volunteers:

- wealth of knowledge / use it!!
- keep everyone informed
- change is easy when you eliminate ego
- start with trust

Warehouse Volunteers









THE DRIVER'S VIEW OF THE ROAD



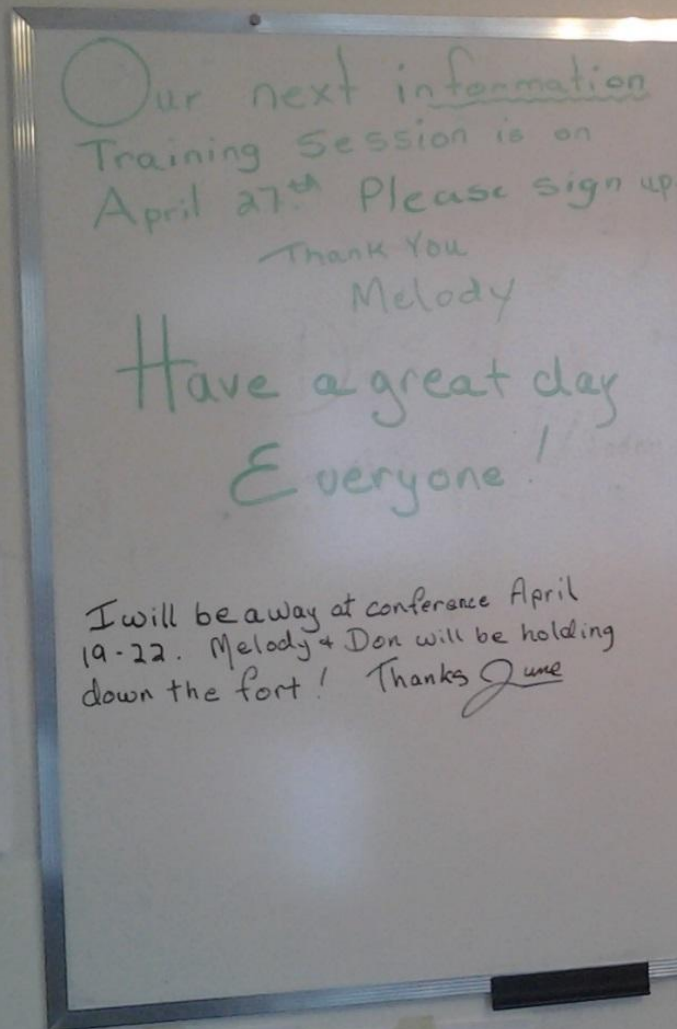
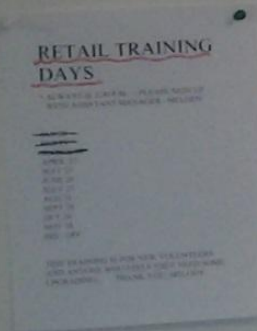
CONSISTENCY:

- training /schedule
- meetings /dept. heads
- one rule for all
- mean what you say, say what you mean
- its o.k. not to have an answer/own up!

Meeting with Department Heads



Communications



THE DRIVER'S VIEW OF THE ROAD



COMPASSION:

- listen, you can learn a lot with your mouth shut
- how many of your volunteers are widows or widowers? (hugs/small kindnesses)
- oranges or cookies?
- a place for everyone, no matter what
- giving back

The
positive
energy is
ENORMOUS



OUR EXPERIENCE & THE BENEFITS



Be open to learn from your experience and mistakes

- Include interested auxiliary members as well as 'outside' candidates as applicants
- Interview team should include someone with good HR expertise
- **Re-run the hiring process if the first try is not successful**
- **Set a probationary period** e.g. 3, 6 months for the new employee

It can be **ROCKY**



But it becomes smooth



OUR EXPERIENCE & THE BENEFITS



- Provide consistent, incremental, accurate and detailed training
- Be sure the manager understands the unique characteristics of working in a volunteer environment
- Keep written personnel and performance records (treat as confidential and keep in secure place)
- Maintain excellent communications – create a personnel/HR committee and a staff/executive liaison position

OUR EXPERIENCE & THE BENEFITS



- Be aware that being an employer in a volunteer run organization is different than in business or government.
- Because of the turnover of volunteers, the policies, procedures and communications must be consistent, clear and practical
- Be a good employer – ensure a fair and respectful environment, **be consistent and clear, listen**
- It takes time and money to be a good employer – invest in both





Questions/ Comments



Thank you for attending!

