

## HOLIDAYS 2004

Four years ago Associated Catholic Charities was blessed with a truly special gift...Ethel Harris. While the name might not be familiar, her voice certainly is. The person behind the bright, pleasing voice that greets you when you call Associated Catholic Charities. The brilliant smiling face ever-present at the front desk when you come in to drop off a donation. That's Ethel Harris Associated Catholic Charities Agency Receptionist.

While some people think of a receptionist as the person who simply answers the phone, takes messages, and greets visitors, Ethel does far more than that. Of course, those tasks in and of themselves would be more than enough for most people, but Ethel's not most people. She's an extraordinary person who is very passionate about helping people and making sure they have everything they need before they walk out of the doors of the Associated Catholic Charities.

Ethel gives new meaning to the phrase, "Going the extra mile," and always, she does it with a smile.

Because she's the gateway to the agency, Ethel often gets calls from people who need a shoulder to lean on or someone to listen. If a client needs assistance, she won't hesitate to track down the appropriate person or do a little research on her own.

"Helping people is very important to me. Sitting at the front desk gives me a certain amount of responsibility, so I have to make sure I understand and am informed about everything we do before I can direct people to the appropriate person. I like being knowledgeable about and involved in the happenings around the agency," stated Harris

The staff and clients can't help but be affected by her infectious optimism and welcoming spirit. Every day, she greets everyone with "Good Morning"

or "How are you doing this morning?"

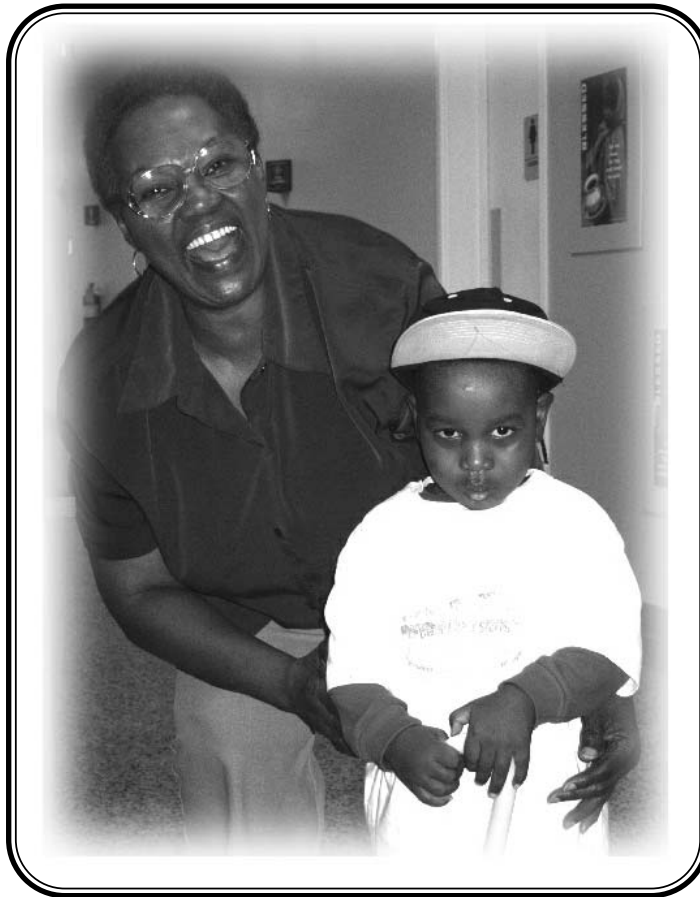
The students in our English as a Second Language (ESL) form a single file line

and one by one, greet Ethel every morning.

Joe Pfeiffer, Director of Community and Parish Services, knew that Ethel would flourish as the Agency Receptionist from the moment he met her during the interview process.

*Continued on page 4 . . .*

## A Smile For All Seasons!



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## From Our Director . . .

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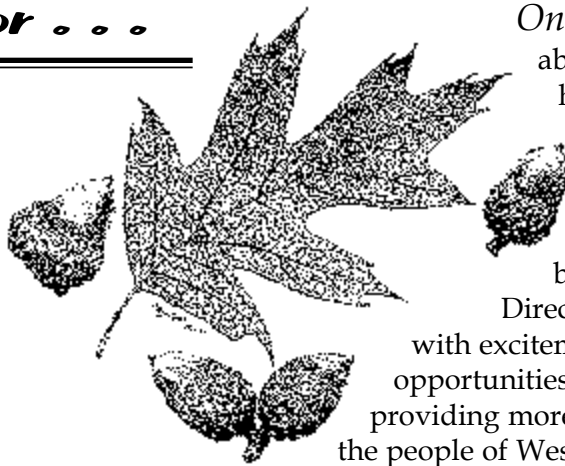
**Yellow. Red. Orange.** The colors of autumn surround us and signal the beginning of the holiday season, the time when we all pause to count our blessings, give more of ourselves, and embrace our families. A sense of family is an essential component of the human condition, isn't it? Family grounds us, gives us our identity, and binds us to one another.

At Associated Catholic Charities, we subscribe to the belief that we are all part of one big human family, and that what affects one affects us all. In that spirit, we strive every day to strengthen and honor the human family by providing excellent service to all people, regardless of age, ethnic background, religious background, and socio-economic status.

During the past year, I have had the opportunity to share the Associated Catholic Charities story with people throughout this community. Our commitment to *providing help and bringing hope* to all West Tennesseans guides us in everything we do within this agency. The faces and stories of the men, women, and children we minister to, nurture, and embrace are always, always present within my heart.

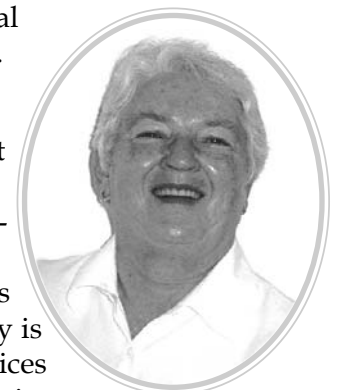
Let me once again share with you some of the faces of the thousands of strangers we care for every day: the elderly in need of a nursing home or retirement facility; the young girl in search of answers about adoption services; the family in crisis seeking counseling and a welcoming ear; and the mother and her children, in need of a safe haven providing treatment to end the cycle of abuse and addiction.

This issue of Samaritan is particularly special to me because it marks the one-year anniversary of the Associated Catholic Charities quarterly publication. In this issue, we shine the spotlight on the person behind a familiar voice at Associated Catholic Charities--agency receptionist Ethel Harris. We also take a look at the St. Peter Villa 16th Annual Golf Tournament, and a few Diocese of Memphis Housing Corporation volunteers who are the backbone at the eight facilities throughout West Tennessee.



*One Year.* As I think about everything that has happened since our first issue, I can only marvel and say, "What a difference a year makes!" I had just been appointed Executive Director, and I was brimming with excitement about the great opportunities that lay ahead of us in providing more excellent services for the people of West Tennessee, and I invited you to join us on the journey as we blazed new trails in providing social services for our community.

I can honestly say that my dedication and commitment to this agency is stronger than ever, and I am passionate about sharing our story and getting people to join us on the journey. This agency is dedicated to providing services to people in need, to advocating for social justice, and to challenging all people of good will to answer the call to *provide help and bring hope* to the most vulnerable and needy among us.



*Eileen Hivner  
Executive Director*

During this holiday season, I keep you, the Associated Catholic Charities staff, and our clients in my thoughts and prayers. I remain thankful for the work we do within this agency and the lives we've had the privilege to affect positively. Still, it's the faces of these men, women, and children, which form the collage the staff and I carry around in a special place within our hearts year after year. While I can't show it to you, I know it's always, always there and it's beautiful.

I think the words of Helen Keller say it best: *The best and most beautiful things in the world cannot be seen or even touched. They must be felt within the heart.*

That's Associated Catholic Charities... *a feeling within the heart.*

*Eileen C. Hivner*

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# St. Peter Villa Golf Tournament Remains a Success

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The 16<sup>th</sup> Annual St. Peter Villa Golf Tournament, held in memory of Carlos H. Cantu, raised more than \$95,000.00 to benefit the elderly residents in the nursing home and rehabilitation center. Specifically, the proceeds will help fund the building of a new activities center for Villa residents.

The tournament, presented by Saint Francis Hospital on September 27, was held at Tunica National Golf in Robinsonville, MS. The turnout was great, and all the golfers seemed to enjoy Tunica National Golf Course. Fifty-two teams participated in the event. Other than a bit of wind, the weather was great!

We kicked off the St. Peter Villa Golf Tournament with a banquet, which showcased a fabulous dinner hosted and prepared by Fitzgeralds Casino/Hotel. Fitzgeralds also offered reduced room rates for individuals associated with the tournament. St. Peter

Villa is truly grateful for the continued support and generosity of Fitzgeralds. The raffle and silent auction was a hit! Thanks to all who contributed. We are looking forward to making it bigger and better next year.



*Gerri McCormack and Greg Costa volunteer at the Check-In Table.*

One of the highlights of the banquet was a video tribute to Carlos H. Cantu as well as a special award presentation to his family in recognition of his dedication and generosity to St. Peter Villa. We were so proud to hold this year's tournament in memory of Mr. Cantu in thanksgiving and appreciation for his years of support to the residents of St. Peter Villa.

Special thanks to our sponsors and participants for making this year's tournament a big success! We hope that all of you will participate again next year at the 16<sup>th</sup> Annual St. Peter Villa Golf Tournament on **September 25-26, 2005**. Mark your calendar!

*--Lauren Tagg, Director of Public Relations, St. Peter Villa*

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## St. Peter Villa Resident Gets 2<sup>nd</sup> Place in Spelling Bee

St. Peter Villa participated in the Tennessee Health Care Association (THCA) 4th Annual Intergenerational Spelling Bee on November 5 in the Longinotti Auditorium at Saint. Francis Hospital. John Webb warmed the atmosphere with music on the keyboard until the entrance of the master of ceremony Mr. Joe Birch, News Anchor & Managing Editor for WMC-TV 5. Team St. Peter Villa—featuring Villa resident Mr. Donald Butler and St. Dominic School student Curran Henson—participated in the spelling bee. The well-wishers included Curran's mother and grandparents, Kae Werkhoven, St. Peter Villa Administrator, and Shawn Xavier Jones, Director of Activities. **Mr. Donald Butler and Curran Henson** brought home **2<sup>nd</sup> Place** in this year's spelling bee, and they look forward to participating again next year.



*--Lauren Tagg, Director of Public Relations, St. Peter Villa*

*Smile! . . .Continued from Page 1*

"Ethel has the personality it takes to be a receptionist. It is very daunting at times. Yet, she always has a friendly smile, a joyful spirit and a great sense of humor. She goes above and beyond in her role as receptionist," he said.

"She is always up to daily meeting the variety of challenges she encounters. Christ said, 'Whatever you do to the least of my brother and sisters, you do to unto me.' Ethel lives that daily," Pfeiffer explained.

Associated Catholic Charities Executive Director Eileen Hivner and Catholic Charities Director Carolyn Tisdale echoed Pfeiffer's sentiments. "Ethel's bright, smiling face and the positive way she always greets staff and clients is greatly appreciated. Her phone presence is second to none, because she has a smile that you can hear in her voice. That's a truly rare gift," agreed Hivner and Tisdale.

Oftentimes, during the evening, when the staff is heading home after a day's work, Ethel tells everyone goodnight. Before walking out of the door, she says, "Be safe out there. Watch out for the other guy."

The staff and clients of Associated Catholic Charities know that everyday Ethel cares for us, listens to us, and watches out for us...always, always with a SMILE.

-- Chandra Tuggle, Editor

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**MADONNA CIRCLE'S 30TH  
MEMPHIS ANTIQUES, GARDEN & GOURMET SHOW**

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**PREVIEW GALA**  
FEBRUARY 24  
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Tickets & Show Info: [www.madonnacircle.org](http://www.madonnacircle.org) 901.386.2068

The advertisement features a dark background with several images of antique and gourmet items. At the top, there are three items: a small figurine, a necklace, and a decorative bowl. At the bottom, there are three more items: a large wooden cabinet, a clock, and a decorative pedestal. The text is centered and uses a mix of bold and regular fonts.

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# DMHC Volunteers Are Foundation for Success

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Administrators of the Diocese of Memphis Housing Corporation (DMHC) and Associated Catholic Charities (ACC) and the Good Samaritan Golf Committee gathered to celebrate the success of this year's tournament on Wednesday, November 3. The 9<sup>th</sup> Annual Good Samaritan Golf Tournament netted more than \$23,000, which will help DMHC continue to provide excellent care, service and quality and dignity of life to its residents throughout West Tennessee.

As always the success of the Good Samaritan Golf Tournament hinges on the support and dedication of staff and volunteers. The DMHC staff wishes to extend a sincere, heart felt **THANK YOU** to all the staff and volunteers who assisted with the tournament. We truly couldn't make this happen without volunteers.

During this time of Thanksgiving, I am always struck with the realization of how thankful I truly am for all the volunteers at our housing sites throughout West Tennessee. St. Peter Manor in Memphis utilizes volunteers every day in the day-to-day operation of the building, as does St. Mary Manor in Jackson. Both properties have volunteers at a front desk sign in book to greet and assist visitors.

Volunteers also assist in the day-to-day staffing of Neighborhood Network Learning Centers in Good Samaritan Village in Camden along with St. Mary Manor and St. Peter Manor. Volunteers are visible at St. Mark in Moscow daily serving meals to approximately fifty people from a facility that houses only twenty-four. St. Joseph in Dyersburg and St. Matthew in Humboldt, along with the other facilities benefit from volunteer nurses from home health agencies to check blood pressures, do diabetic screenings and provide nutritional assistance to residents.

Each housing facility has volunteers from different community churches providing ecumenical services weekly. During the holiday season volunteers are especially visible providing gifts to residents, singing carols, assisting staff with holiday parties, visiting shut-ins, assisting with shopping and helping in various other ways. United Way volunteers make annual visits in Shelby and Fayette Counties to do whatever the facilities have asked.



*Mayme Tuggle and Gloria Wolfe are two of the volunteers who helped make this year's tournament a success.*

Some of the volunteers are recognized at the annual RSVP luncheon, but the majority seldom receives any thanks. During this season of Thanksgiving, let us remember to say "Thank You" to those we sometimes take for granted. These folks receive no monetary gratuity and should be told as often as possible what an invaluable service they are providing.

*-- Debbie Currie, Assistant Director, DMHC*

## Neighbors in Need

Together we can truly help our "Neighbors in Need." Support the collaborative effort of Catholic Charities,



Community Service Agency (CSA), MIFA, and Salvation Army in providing utility assistance to needy citizens during the coming winter months. Look for details about the MLGW campaign in the coming weeks.

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# *ACC Salutes Our Recent Donors*

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108 N. Auburndale, Memphis, TN 38104  
Mike Chiozza & Julie Freeman, Acting Co-Mgrs., 901.278.8200

#### **St. Mary Manor**

1771 Highway 45 Bypass, Jackson, TN 38305  
Anne Sain, Manager, 731.668.5633

#### **St. Mark Village Apartments**

85 St. Mark Way, Moscow, TN 38057  
Georgia Laughter, Manager, 901.877.3456

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885 Highway 51 Bypass West, Dyersburg, TN 38025  
Beverly Bates, Manager, 731.285.8560

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Carol Boaz, Manager, 731.784.7229

#### **Good Samaritan Village**

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