

IBAWR

What's Up



Inside the Issue

AWARD OF EXCELLENCE

We are so pleased to share that our own House and Program Director Michelle Mortensen, is one of the winners of this award. p.03

WINNERS CORNER

We have had a few contests on the go and have handed out some awesome prizes!! Check out Winners Corner, maybe your name is there! p.02

IBAO TERRITORY 7 DIRECTOR

If you're not sure what this means, you should! Check this out on p.04

A NOTE FROM OUR PRESIDENT

by Shara Bierman, FCIP, CAIB

I saw a meme on social recently which spelled out the fact that when you write out 2021 a little differently it says: "Twenty-Twenty-WON". I thought it was a little cheeky, a little funny, and got a chuckle. That little meme stuck with me, whispering in my ear "2020 won!"





WINNERS CORNER!

We are pleased to share the names of a number of winners we've had in the last few months. Unfortunately, we didn't have ANY entries to our Fall Colouring or Costume Contest, so no winners to announce there.

Our Mitten Tree Photo contest had a number of winners:

Christina Ries of Puroclean won a \$250 gift certificate!

April Ravarra of Gore Mutual won a pass to Bingmans Gift of Lights.

Carolyn Keenan of Medallion By McFarlan Rowlands

Make sure you connect with us through Social Media and our Mailing list, and maybe you'll see your name in our next winners corner!



A NOTE FROM OUR PRESIDENT

After that mulled around in my head a bit, I got a little annoyed. No twenty-twenty didn't win. 2020 gave us a challenge no one expected or prepared for, but it certainly didn't win!

Within days of lockdown, our businesses pivoted to ensure we maintained connection with our customers to ensure we could continue to provide them expert advice and counsel. We moved to home offices, kitchen tables, and card tables to work in homes where our pets and children roamed under foot. We learned Teams and Zoom, and new programs and ways of doing business so that we could continue to care for our customers day after day as they had needs.

While our community shut down, to try to get a hold of this virus, our phones rang off the hook with customers in crisis. We answered those calls with professionalism and care, often dealing with customers who were experiencing devastating loss, and took that out on us.

2020 definitely didn't win. It showed us just how resilient and brilliant the brokerage community is. Thank you for the part that you played in showing our community that brokers step up and remain committed to our customers in the worst of times.

Let me encourage you as you continue to field those calls and work in those difficult situations that we are in this together. Reach out to a friend for encouragement and support. Reach out within this IBAWR community. We are here to support you! 2021 has just begun and from all appearances will be another difficult year, but we are in this together! Don't forget that.

AWARD OF EXCELLENCE WINNER ~MICHELLE MORTENSEN~

We are pleased to announce Michelle Mortensen as a winner of the prestigious IBAO Award of Excellence in 2020. We caught up with Michelle to find out more about the volunteer work she participates in.

"Eight years ago, I noticed an increased number of homeless people asking for a hand up. It inspired me to come up with an idea to make 'emergency kits' to hand out to these individuals to both brighten their day and provide some necessities. After preparing the emergency kits, I kept them handy in my car and gave them out when I passed someone on the street.

Shortly after starting at Staebler, I was drawn to the charity committee, where I shared my idea. Staebler's became part of this project and we created 60 emergency kits, made up of over 1000 individual items. Staff volunteered to take and hand out the kits when they encountered someone in need.

When the pandemic started, I joined a group of local women to provide hot meals to the homeless every night of the week. We also provide tents, warm clothing, sleeping bags and temporary shelter. This group also supports Lot42 folks on an ongoing basis with meals and donations. Roughly 50 meals go out every night on a rotating cooking schedule.

Outreach is not for the faint of heart. We see so many in need and at the lowest point in their lives. Compassion and kindness without judgement along with a helping hand and a warm smile, go a long way.

I was honoured to be nominated by two of my co-workers for this award. The award of \$500 was donated to help build a new kitchen that will serve pizza on demand for those on the street."

Congratulations Michelle, and thank you for your continued effort in caring for those in need in our community. For more information on the IBAO Awards of Excellence, [check this out!](#)



“ Compassion and kindness without judgement along with a helping hand and a warm smile, go a long way. ”



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