

Colleen's Contemplations – May 2011

I don't ever want to become a social service that forgets its roots. I want to always appreciate the people who help us and the people we help. For me, this means remembering every neighbor who walks through the door. I don't want anyone to feel like a number. I want our community members to know I see them and I care about them. It's a fairly reasonable goal, except for one thing...I have a terrible memory for names and faces. Even close friends have to tell me when they do something different to their hair. I just don't notice those things. I will have to ask you for your name the first 27 times I meet you. It doesn't really embarrass me anymore, it's just who I am.

So, how can I possibly remember names and faces of people I see, at most, once a month? I can't, at least not on my own. Before every open day of shopping, I pray for help. At the beginning of every month I pray my way through my entire client list. So you can guess what happens every time the store is open? That small voice in the back of my head feeds me details. I remember to ask about the sick daughter-in-law, the doctor appointment, the dress they picked out for a special event, the job search, and a whole list of other things...including their names.

I've said before that the coincidences at WNC are too frequent to be just coincidences. It's not just for me. Last week a volunteer came in concerned about a family issue and within a short time, another person walked in who not only had answers, but time to chat and reassure. I think we all need to be thankful for all the small voices and wonderful coincidences that help us every day.

I also give thanks for each and every one of you, who help to make it possible for us to help so many (although your name escapes me right now).

Colleen Woerner
WNC Store Manager