



# renew

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## BFM Foundation (Canada) Update CASEY LANGBROEK, CGA EXECUTIVE DIRECTOR

It seems like a lot of time has passed since we met at the Annual Conference in Kitchener/Waterloo in May 2008. I have logged many kilometers since that meeting traveling for BFM Foundation (Canada) visiting stores to answer questions, to offer assistance and to tell the story of how this organization is doing. However, I have not logged the kilometers that Fred Meyerink, Director of Store Development, logged on a bicycle (yes, the pedal kind) this summer. Congratulations to Fred for completing the Sea to Sea bike tour to bring awareness to/and to reduce poverty; he logged approximately 6,400 kilometers on a bike this summer.

The job of Executive Director continues to expand as we begin new initiatives and as additional stores are opened. Fred Meyerink and Frank Ritskes have been working with at least eight or nine groups to open new BFM Thrift Stores. We congratulate the group in Ponoka, Alberta who expect to be open for business October 1, 2008. There are now incorporated societies for Arnprior, ON, Bowmanville, ON, and Kingston, ON. It appears that we will easily make our

...we will easily make our target of having six new stores...

target of having six new stores open by the next Annual Conference in May 2009.

At the National AGM, there was approval, in principle, to begin the work of formulating a joint banking arrangement with a credit union or a chartered bank. This initiative which, likely, will be implemented over a period of several years, will allow us to earn interest on daily balances, have reduced rates for debit and credit card machines, will reduce bank charges and will allow

us to automate bill payments, transfers of funds and will streamline accounting systems. Another initiative that was approved, in principle, is to have a blanket insurance policy for all BFM Thrift Stores that will reduce insurance costs. I will have a report regarding these initiatives at the Board of Directors meeting in November 2008.

The resolution to form a building corporation to hold and finance real estate in trust for individual BFM Thrift Stores passed with a majority

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of 96.8% on June 30, 2008. We have entertained proposals to develop a long term relationship for financing with a number of banks, credit unions and other lenders. The Executive Committee of the Board of Directors of BFM Foundation (Canada) passed a resolution to develop that relationship with the Christian Credit Union of Edmonton, Alberta. The first store to be financed through the building corporation and by the Christian Credit Union is the BFM (Trenton) Enterprises Society store. We have submitted applications for financing to the Christian Credit Union for several additional stores that will be purchasing real estate soon. Our lawyers have incorporated a company for this purpose; the company is named BFM Foundation Real Estate Management (2008) Ltd. This company will be owned by BFM Foundation (Canada), the members will be three of the directors of BFM Foundation (Canada). The Bylaws of BFM Foundation Real Estate Management (2008) Ltd. includes a provision that all of the corporation's activities be reported to the Members of BFM Foundation (Canada) at the Annual General Meeting of that organization.

As I travel and meet with various store boards and volunteers, it never ceases to amaze me how much work is done through volunteers to further God's Kingdom. I stand in awe of the fact that this organization continues to flourish and grow; \$1,100,000 was sent to The Bible League of Canada for the six months ended June 30, 2008. This is close to \$ 400,000 more than the same period in 2007.

As with any organization, there are problems, there are issues, there are some hiccups; most are resolved quickly through telephone conversations, e-mails or personal meetings. The Directors of BFM Foundation (Canada) spend many hours volunteering their time to visit stores to assist and to encourage. Fred Meyerink, and Frank Ritskes continue to look for opportunities to develop new stores in communities where BFM Thrift Stores currently do not exist.

There is much work done at the local level by boards and volunteers, all of which has resulted in the phenomenal success and increased profit that is donated for the ministry work of The Bible League of Canada. **Thank you to all.**

# What is a Customer?

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- ▶ A customer is the most important person ever in this store... in person or by mail.
  - ▶ A customer is not dependent on us... we are dependent on him or her.
  - ▶ A customer is not an interruption of our work...he is the purpose of it. We are not doing him a favour by serving him... he is doing us a favour by giving us the opportunity to do so.
  - ▶ A customer is not a cold statistic...he is a flesh and blood human being with feelings and emotions like your own, and with biases and prejudices.
  - ▶ A customer is not someone to argue or match wits with. Nobody ever won an argument with a customer.
  - ▶ A customer is not an outsider to our business... **he is a part of it.**



# Oshawa Bibles For Mission Store Best Idea

## IDEA NAME: KEEPING CREATION AT IT'S BEST

### CONCEPT:

- To appreciate the world the Lord has created for us.
- Renewing used goods for reuse. Renewing lives through God's Word. Renewing ourselves for God's service.
- To promote the use of reusable bags and no use of plastic or styrofoam for the day.
- This is an effective way to communicate to the community. Community participation will help make this program a success. Having customers and volunteers collect old newspapers, non-sellable magazines and old books and putting these items in our ABITIBI BIN at the back entrance of the store.
- Our purpose is to raise funds for Bibles so that people in Eastern Europe can hear the good news of Jesus Christ. Through organizations like ABITIBI, that faithful service is possible.
- To have fun with our customers and volunteers.

### THE MONTH BEFORE:

- Hand out flyers all month to customers, advertising our Recycling Day.

### THE WEEK BEFORE:

- Advertise our Recycling Day in the local paper and on Roger's cable.
- Display signs up in the store.
- All customers and volunteers who bring in their recycling will receive a "Free Reusable Bag", which they can fill with clothing for \$10.00.

### THE DAY:

- Open the morning with devotions and prayer.
- Have coffee, tea, treats for all and keep the "mug".
- Hold "Spot Sales" throughout the day.

### RESULTS:

- To share and promote a 'Clean World'.
- To clear out extra inventory.
- To have 'FUN' with our customers and volunteers.

### SATURDAY, MAY 24, 2008

- Total sales for that day - \$1460. We served 178 customers.
- 51 Customers brought in their recycling and received a "Reusable Bag", which they filled with clothing for \$10.00.

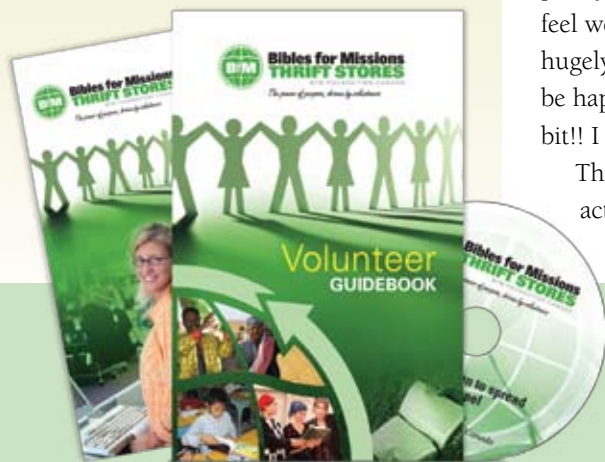
## CALENDAR OF EVENTS

### Ontario Regional Meeting

will be held on November 26 at Redeemer University College.

### National Board Meeting

will be held on November 27 at Redeemer University College. If people have items they want the National Board to discuss at this meeting, please send this information to the BFM Foundation office no later than **October 31, 2008.**



**LOOK FOR YOUR VOLUNTEER RECRUITMENT PACKAGE COMING SOON**

## THE STORY OF "LITTLE CASEY" JOANNE BAKELAAR GUELPH BFM THRIFT STORE



One of the many joys of working together in the BFM Thrift Store is finding treasures for each other. In the Guelph store, as in yours, we will often hear comments like: "Oh, here is a good mixmaster. Who was it that needed one?" or "Oh, Dave, can your neighbourhood group use these? They're heading for the garbage otherwise." Or "Oh, Hennie, you love lavender, don't you? Would this be something for you?" We truly enjoy tempting fellow volunteers with things we know

they can't resist, and that suits them as far as we know.

Before the Annual Conference I spent time in our toy sorting area looking for about 70 stuffed animals that would be "just right" for each conferee. There were ones that talked, sweet puppies, goofy characters, soft dolls—all sorts! More than plenty to choose from. One would be placed on each bed to make all the guests feel welcome. My motherly instincts were reawakened and I felt I was contributing hugely to the success of the entire conference. Each and every overnight guest would be happily tucked in beside his "stuffie" and not miss the loved ones back home one bit!! I sorted, smiled, and felt fulfilled.

Then I pulled at a little arm and out came a familiar face. Was this... could this actually be... Casey? I hurried to find some other volunteers. Do you recognize this doll? Yes! It was our Casey—for sure! We had found a friend to keep our

beloved Casey company at the conference. However, Casey was not booked in at the dorms, so placing the doll on his bed was not an option. All I could do was present Casey's comforting small friend to him at a meeting.

I can assure you that Casey felt much better on this trip far from home with his buddy close at hand. (I heard he took it along on his trip to Greece!!)

**INCLUDES:**  
BFM Brochure,  
Volunteer Guidebook  
and Promotional DVD