

# The TurnAround Times

Good News for Toronto's Youth and Supporters  
of the TurnAround Couriers Social Mission

Fall 2003 Issue

## A YEAR OF PROGRESS

It's been an exciting first year for TurnAround Couriers!

TurnAround Couriers was founded as a business with a special mission. We work hard to offer the friendliest and most professional courier service possible. But our mission goes beyond that. It also has two important social components.

The first is to help youth at risk turn around their lives. The second is to prove that socially responsible businesses are viable. In fact, we aim to encourage the spread of socially responsible business by proving that it gives companies a competitive advantage and increases their growth rate.

On Friday, October 3, the TurnAround team gathered at our new offices to celebrate our first anniversary and reflect on our progress toward achieving this important social mission.

We are proud to have employed 19 different youth at risk as bike couriers over the last year. Four of these youth are still working with us. Eight have successfully moved on to other jobs after their positive experience at TurnAround Couriers. Two have gone back to school. One has returned home.

Of the four receptionists who have worked with us, one is now attending George Brown College, one is working in Guelph, and another has secured work through PD Bureau, a temp agency and TurnAround Couriers client.



**The TurnAround Couriers Team**

From left to right: Bo, David, Graham, Sunny and Richard. Absent: Rian

They have all worked hard, helping us to build a growing business and helping themselves to turn their lives around. We are very proud of them and also very grateful to them.

I'd especially like to thank Graham, our office manager and dispatcher, for all his hard work in helping us in our transition from a speculative start-up business with a vision, into a viable and growing small business.

I'd also like to thank our 260 clients and all our other supporters, who have helped to make it possible for 23 young people to improve their lives over the course of this past year.

I am delighted to see leading companies from all business sectors on our list of clients and look forward to adding to our client roster next year too! We look forward to turning around documents and young peoples lives together for many more years to come.

Please enjoy this first issue of our newsletter.

Sincerely,

*Richard Derham*

Richard Derham  
Founder and General Manager  
TurnAround Couriers

## IN THIS ISSUE:

<b>A Year of Progress</b> .....	p.1
<b>On the Move</b> .....	p.2
<b>Working with The Evergreen Centre for Youth</b> .....	p.2
<b>Courier Profile: David Tersigni</b> ...	p.3
<b>Elaine Mallick of RBC, building business &amp; turning around lives</b>	p.4
<b>TurnAround Couriers Referral Program</b> .....	p.4
<b>In the News</b> .....	p.4

# TurnAround Couriers

*Turning around documents and young people's lives*

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## ON THE MOVE

Our speedy couriers aren't the only ones on the move. We've relocated the TurnAround Couriers office.

### Our New Address Is:

TurnAround Couriers  
252A Carlton Street  
Suite 302A  
Toronto M5A 2L1

Our phone number remains the same: 416-260-1400

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## Partner Profile: EVERGREEN CENTRE FOR YOUTH

**"By using TurnAround Couriers not only are you getting the service you need and getting it done well, but you are investing in our youth."**

**- Jennifer Shank, Evergreen Centre for Street Youth**

The Evergreen Centre for Street Youth, part of the Yonge Street Mission, offers food and a safe space for youth aged 16 to 24 who are on the streets or in the shelter system. The centre's services include a therapist, a lawyer, respite child care for moms, group sessions and an ID replacement clinic. A free health clinic and an employment resource centre round out their services.

Jennifer Shank, of Evergreen's employment resources centre, helps street youth with resumes, cover letters, skills assessment, and referrals. In a recent interview, she described working with TurnAround Couriers.

**"The TurnAround Couriers team is passionate and committed to helping youth transition from the streets,"** said Ms. Shank.

She explained that it was Richard Derham, the General Manager of TurnAround Couriers, who contacted her looking for youth to employ. Richard and his colleague Graham came in and did a workshop and information session for Evergreen staff and youth. And now he calls whenever he has a job opening.

"They do a great job of laying out expectations and supporting the youth," remarked Shank. She recommends TurnAround Couriers to other organizations working with youth at risk, saying that they are a supportive employer. "We get good feedback from the youth and that is really exciting. It's a fantastic opportunity for youth," she added.

Ms. Shank also commented that they have had some great success stories working with TurnAround Couriers.

**She says, "Richard and Graham do a fantastic job as employers and supporters to street involved youth... It's like a light bulb goes on to help the youth see they can do more and accomplish more than they had thought."**

"It has been very exciting to work with them and see that," Shank continued. She spoke of one particular young man from the Evergreen Centre who thrived with both the work support and personal support that he found at TurnAround Couriers. He has now gone back home and is doing well and keeping in touch with Richard and the TurnAround Couriers group.

### **Ms. Shank of the Evergreen Centre for Street Youth concludes with a message to TurnAround Courier customers:**

Thank you.

By using TurnAround Couriers not only are you getting the service you need and getting it done well but you are investing in our youth. And that's a wonderful part of our community and building our future.

Please keep the couriers busy.

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## COURIER PROFILE: DAVID TERSIGNI

**"This is going to help me turn around my life, earn money to pay for schooling and get an apartment."**

- David Tersigni, newest member of the TurnAround Couriers team

David Tersigni, the newest staff member at TurnAround Couriers, grew up here in Toronto. His friends describe him as outgoing and easy to get along with. He likes to try new things and has had a lot of different jobs.

Although David is just 20 years old, he has been through a lot. In his own words, he has dealt with many ups and downs. These difficulties included family problems and they led to a 6 month period when David was living on the street.

**"I didn't know what I wanted to do, but then I decided I should stop sitting around and moping, pick myself up and get on with my life,"** said David, who certainly appears to have a strong sense of direction now.

Getting on with his life has included getting off the streets and living at Turning Point Shelter. A worker at the shelter put David in touch with TurnAround Couriers. Now David is working as a courier and saving money

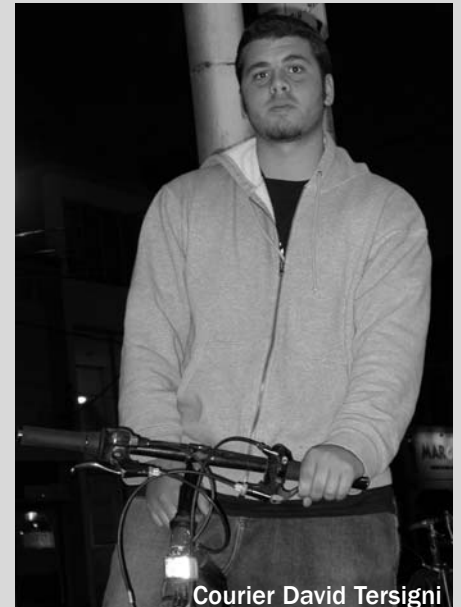
for his own apartment and college tuition. He has been accepted into a 2 year machine shop program at George Brown College. He plans to start classes in January. After completing the course and getting some industry experience, David hopes to start his own custom car shop with a friend.

David says that working every day keeps him busy and away from some of the things that led to trouble before. He also enjoys the independent aspect of the work. "You do have someone to answer to, but you're out on your own, biking around outside," David elaborated.

His colleagues at the TurnAround Couriers office and the relaxing environment are other aspects of the job that he enjoys.

"This will be a job that I'm going to hold for a while because of the environment and the people. It's hard to find a job like that.... I feel good about it and I think anyone else that comes here will feel good about it too because they're fair and everything," David explained.

**"I think I was lucky to get this job. Shelley at the shelter helped me out to get this job and I'm really grateful for that. I think this is one job I'll stick with,"** David added.



Courier David Tersigni

David is ready to move on with his life. In addition to his plan to start a custom car shop with his friend, he hopes to meet a nice girl he can settle down with. And he would like to have kids when he's older.

"That's where I'm trying to head, but I try not to get too excited so I won't get discouraged if things don't work out. I'm just trying to stay positive and keep focused on the steps I need to take now," said David.

**David also has a message for TurnAround Courier customers and their friends:**

If you go with us you'll be pleased. We've got some good workers. We've got some strong bikers out there working hard and working for the customers. Go with us - TurnAround Couriers

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## Partner Profile: ELAINE MALLICK, RBC (STRATEGIC SOURCING GROUP)

**"I use TurnAround Couriers because I like the concept of going into shelters to find young people who could really use the job. All they really need is to get a break."**

*- Elaine Mallick, RBC Strategic Sourcing Group, Manager for Logistics and Travel*

**Special thanks to Ms. Elaine Mallick of RBC Strategic Sourcing Group for supporting the TurnAround Couriers concept.** Ms. Mallick not only uses TurnAround Couriers in the Logistics and Travel Department that she manages, she also makes many referrals. TurnAround Couriers now works for 8 teams at Royal Bank thanks to her support.

In a recent interview, Ms. Mallick explained why she uses TurnAround Couriers and recommends them to her colleagues and friends.

"I like the fact that young people who really deserve a break are actually getting one, and I want to help support TurnAround Couriers through the difficult start-up time," she said.

**"Using TurnAround Couriers is giving back to the community. As a big business we need to do more of that."**

She also explained that she recommends the service to others because it's exciting to be at the grass roots of this new concept, and because it's a "win-win" situation. There are no handouts. The youth gain experience and earn their own money. And TurnAround Courier clients get a valuable service while they're helping make this happen.

**"And we're not just getting service, but good service," Mallick added.**

About the TurnAround Couriers team, Mallick comments, "They're always upbeat and looking forward to the next adventure. It's a joy going over there." She appreciates the positive attitude and enjoys working with the TurnAround Couriers office staff and General Manager Richard Derham.

**"Richard is very warm and caring, and he has a vision. I believe in his vision," she concludes.**

**The TurnAround Couriers team thanks Ms. Elaine Mallick of RBC Strategic Sourcing Group for her invaluable support.**



Courier David (left) and Founder/General Manager Richard.

## IN THE NEWS

Over the past year, TurnAround Couriers has been featured by several media outlets, including radio programs, television programs, magazines and newspapers. A list of media coverage follows:

CBC Radio One, October 2002  
CHUM FM, October 2002  
Profit Magazine, December 2002  
Rogers TV, January 2003  
National Post, July 2003  
Toronto Metro, July 2003

**For more information, and to view the articles, please visit the TurnAround Couriers Web site at:**

[www.turnaroundcouriers.com](http://www.turnaroundcouriers.com).

## REFERRAL PROGRAM

**You can Save 25% on 5 deliveries and help even more young people turn around their lives at the same time!**

Please tell your friends and colleagues about TurnAround Couriers and our social mission! If a contact you referred opens and uses a new TurnAround Couriers account, you will each receive a 25% discount on five deliveries. Please call for details: 416-260-1400

**With your help we can keep the couriers busy and create even more opportunities for young people to turn their lives around!**



Courier Sunny relaxes with colleagues at the office after work.

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