

Meet The Team: Bruce Brooks



**Shuttle Driver &
Former Breakfast Host**

It takes a **team** to provide shelter and low-income, affordable housing resources to people experiencing homelessness in our community. The Pillars team includes dedicated **staff**, selfless **volunteers**, and generous **donors** contributing to common goals:

SHELTER, SUPPORT, SOLUTIONS.

Tell us a little bit about Bruce Brooks.

"I have lived in small towns and big cities in five Midwest states. I attended school and worked with people from just about every corner of the planet. I have a master's degree in mechanical engineering. The first half of my work life was in developing engineering software. The second half was as a project manager in many industries. We have a small family. In my youth, I excelled in many sports and have been running, swimming, and biking ever since. I have played the trumpet all my life."

What were you doing before you became a Pillars volunteer?

"I worked as a project manager at Bellin Health."

Why did you start volunteering at Pillars? What motivates you to continue volunteering?

"I started to volunteer to give back in a way that best suited my personality and interests. There are regularly people I meet or situations I am in that give me confirmation that I am making a difference. I love to hear, "Thank you driver."

What does your typical volunteer shift look like?

"I go to the Adult Shelter where I get the van before driving to Pillars Resource Center. I go inside and announce the Salvation Army lunch van is available. The clients who are interested go with me to the van, and we drive together to the Salvation Army. While I wait, the clients eat lunch and socialize a bit. We then head back to Pillars Resource Center, and I return the van to the Adult Shelter."

How has volunteering at Pillars impacted you?

"I like to have volunteering included into my regular routine. I also like to find little ways to improve the service as time goes on."

What is the best thing that has happened to you or that you have seen while volunteering?

"The best thing is seeing that the clients are comfortable and safe during the time I share with them."



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Is there one thing that the world should know about you?

"When I meet somebody I don't know, I assume they deserve respect. I believe everyone has the same rights and expectations as anyone else to get the most out of every day. For folks who need extra care due to circumstances, health, or choices, I enjoy making their day a little bit better by showing respect to them and recognizing them."

For individuals interested in serving in your position at Pillars, what is one thing that they should know?

"As a volunteer, you don't need to bring a resume. You just need to bring yourself."

More information about becoming a shuttle driver:

Shuttle drivers provide safe transportation to clients staying at Pillars Adult Shelter and utilizing Pillars Resource Center. Shuttle drivers use Pillars 15-passenger van to transport clients to Appleton area resources and Pillars locations.

Key Responsibilities:

- Provide safe transportation to clients from Pillars Adult Shelter to community resources & Pillars locations throughout the Appleton & Fox Cities area.
- Accurately track mileage
- Report number of passengers each trip

Commitment: Schedule is based on volunteer's availability, and openings on the driver calendar.

- Morning Shuttle: 7am-8:30am
- Lunch Shuttle: 11:15am-12:30pm
- Evening Shuttle: 4-4:30pm

Qualifications: Over 18 years old with great customer service skills, professional manner, patience, problem-solving skills, and dependability. Must have 5 years of clean driving. Must attend a volunteer orientation.

Training: Depending on your availability, you will shadow an existing volunteer or member on staff until you are comfortable volunteering in the role alone.

