

Meet The Team: Margaret Kroll



Meal Server

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 Margaret Kroll.

"I retired from banking in 2017. At 70 years old, I am a wife, mother of three, and grandmother of five. My favorite hobbies include going to the cottage, camping, swimming, biking, reading, kayaking, watching movies, and being a grandparent."

What were you doing before you became a Pillars volunteer?

"I helped a family of nine settle from Congo settle here. After one and a half years of helping them, I felt they were ready to be on their own."

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

"My daughter, Allison, volunteers at both shelters and got me started. I'm motivated by the great need there is to serve at Pillars Adult Shelter."

What does your typical volunteer shift look like?

"I arrive around 5 p.m. and prepare the meal that has been provided. I get everything ready for the meal to be served before dishing up plates of food for clients. After the meal, I do dishes and general clean up in the kitchen."

How has volunteering at Pillars impacted you?

"Volunteering has reinforced the beliefs that I have always had. That is, 'It takes a village.' There is great need in the world, and it is up to me to do my part. I help to provide a safety net for those people in need."

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

"After awhile of volunteering there, the clients at Pillars Adult Shelter recognize me, call me by name, joke around with me, smile, and laugh. The familiarity that has developed is priceless."

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

"I am a recovering alcoholic and believe that, 'There, but for the grace of God, I go.'"

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

"You are there to serve and never judge."



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