



Celebrating 35 Years...

Thirty-five years ago, God planted a vision and dream in the heart of our founder, Gil Stricklin. God heard his prayer and honored the faith of a man who trusted Him for everything. On January 1, 1984, Marketplace Chaplains was born in humble surroundings, no office, no staff and only one company to serve. Over the next 35 years, God would show his favor again and again. Today, over 900 companies and their 210,000 employees are served by 1,560 chaplains. God is so good.

This celebratory third edition of MPACT will take you on a journey of faith throughout the U.S., Canada, Mexico and Puerto Rico. Our chaptains serve companies of all sizes—from three employees up to 30,000. Tens of thousands of lives have been transformed. Chaplains, leadership, board members and support staff are called by God to fulfill the mission ... to share God's love in the workplace with chaplain teams.

Celebrate with us as you read stories from our first company owner, the first chaplain and our founder. You will be blessed from the reflections of some of our longest-served companies and longest-serving chaplains. However, read carefully and maybe read again the stories of some of the employees we serve (names and pictures of company employees have been changed). Their lives will never be the same. When we read their stories, we are not quite the same.

The Psalmist sang, "Give thanks to the Lord of lords, God of gods, who alone does great wonders, for he is good" (Psalm 136). This is our song. This is our prayer. This is our God in whom we place our hope and faith for the next 35 years. Thank you for joining us in this miracle journey of faith.



With love and care.

DOUG AND DONNA FAGERSTROM President & CEO Marketplace Chaplains



FIRST CHAPLAIN AND FIRST COMPANY Gil Stricklin & The Bonneau Company Ed Bonneau wanted to honor God in all he did and wanted his employees to see Jesus. From the start of his company, Ed tried to take care of his employees as if he were a chaplain. As his company ecame more successful and larger, caring for his employees became a greater part of his day. Trying to run a company and care for employees was becoming exceedingly difficult. Then, "Along comes Gil with this idea, and before Gil had time to finish telling me about workplace chaplains, I said, 'Sign me up."

1984

AN INVALUABLE RESOURCE TO OUR WORK FAMILY . . .

Marketplace Chaplains has been an integral part of North Dallas Bank & Trust for 35 years. Throughout our history together, there have been many notable situations where they have provided invaluable service to our employees. Here are some of them:

A Senior Vice President was suffering through a very difficult time with his wife who had been diagnosed with terminal cancer. Then President and COO Dick DeWitt came alongside him and provided comfort and friendship when he needed it.

Another employee's husband passed away while she was at work. Our chaplain assisted us in telling her this very difficult news and provided comfort and friendship during her most difficult moments.

One morning we were notified by our bank in Plano that one of our senior officers was on her way to St. Louis. She had been notified that her husband, on a business trip there, had suffered a heart attack and had been transported to the St. Louis County Hospital. She had never been to St. Louis, didn't know anyone there and knew nothing of her husband's condition. Fortunately, a Marketplace Chaplain in St. Louis met her at the airport, took her to the hospital, arranged for lodging and was there for her when her husband passed away.

Marketplace Chaplains has become a trusted friend and an invaluable resource to our work family at North Dallas Bank. Our thanks to everyone at Marketplace Chaplains for always being there when we need you.

MIKE SHIPMAN, CHAIRMAN AND CEO

North Dallas Bank & Trust Co. Chaplains Serving Since 1984



1st Office Building: North Dallas Bank

1986

WHEREVER PILGRIM'S GOES, THE CHAPLAIN SERVICE WILL FOLLOW . . .



I have served with Marketplace Chaplains for 27 years, and in all my time here, the most significant thing I have been involved with is the evangelism effort and results we have seen with Pilgrim's Cares.

When we launched the chaplain service at Pilgrim's in 1990, I never dreamed we would see so many "souls won to Christ" by the winsome witness of faithful chaplains who felt called to serve with Marketplace. In fact, when Bo Pilgrim gave the "go ahead" to begin the chaplain service in April of 1990, he said if we could see 12 or so people come to faith in Christ in the first year, it would be worth the investment. Well, we had 15 people come to faith in the first month, and it has only continued to grow from there.

In 2006, we celebrated 5,000 Pilgrim's employees coming to faith. Our next milestone is 10,000 which is rapidly approaching! The ultimate goal is to lead as many Pilgrim's teammates to the Lord as HE desires! Bo Pilgrim once said, "Where Pilgrim's goes, the chaplain service will follow."

Over the years, Marketplace Chaplains grew to serve Pilgrim's in many more communities and states: Louisiana, Virginia, West Virginia, Georgia, Arkansas, Colorado, North and South Carolina, Kentucky, Alabama, Tennessee, Florida, Minnesota and Wisconsin. Marketplace Chaplains expanded its base, bringing in new locations and companies to serve, thanks to our relationship with Pilgrim's.

I was blessed to lead the charge to serve Pilgrim's employees across the country at the beginning of Pilgrim's Cares. Bo Pilgrim gave me the best job title ever when he named me the **Chief Chicken Chaplain!**

> Chaplain Don Smith and Bo Pilgrim, CEO of Pilgrim's Pride



A FAMILY TRAGEDY . . .

Early Monday morning, I heard on the radio about a family who had drowned in Lake Lewisville. Their car had plunged into the lake and six people had lost their lives. I remember thinking to myself, "What awful news!"

The next day I got a phone call from a company owner we serve asking me to come as he had an employee who needed to talk to me. As soon as I arrived at the company, he told me that it was José's family that had drowned. I was acquainted with José from previous worksite visits and Bible studies. I got his address, hopped back in my car and headed to his home. As I drove, I prayed harder than I ever had before for God to go with me and use my words to spread His love, peace, and hope to José. With knees knocking, I approached José's apartment and knocked on the door. He calmly greeted me, preoccupied and busy with funeral arrangements. He appeared lost but determined. He told me what he knew about the accident. I listened, and my heart broke for him. Sensing the Lord's nudging, I shared the Gospel with him and the many family members who were there. As I inquired about their plans for a funeral, they asked me if I would conduct it. The service would be for all six people: José's wife, his two toddlers, an uncle and his wife, and a teenage girl. A funeral home donated their services. Marketplace Chaplains offered all the help they needed, and I conducted the funeral service. They decided to send the bodies of the deceased to their hometown in Mexico. The Hispanic community rallied and provided financial support for José to accompany the bodies and be there for the burial.

> José and I stayed in touch by phone for months, and I hope that I was **able to offer** him some comfort and guidance as he attempted to heal from this tragedy.

CHAPLAIN TONY SANCHELO Serving since 1994

1st Magazine

I visited a hospitalized family member of a food distribution company employee. Upon entering the hospital room, I was pleased to find that the patient was beginning to recover from a comatose state. She was remembering the experience she had while unconscious. Puzzled, she began to describe it in detail.

There was a man who appeared to her and showed her **two paths**. One path was wide and straight. Everything along the path was dead. It was dark and lifeless. The other path was narrow and filled with the most beautiful plant-life. Everything was teeming with life. The man told her that she had to choose a path.

The patient looked me in the eye and said that she didn't know what it all meant. I was anxious to show her that the Bible had a passage describing two paths like she had seen. As I shared these words from Scripture, she indicated that she wanted to choose Jesus, the narrow way that leads to a beautiful life. The patient's listening husband indicated his desire to do the same. Both received Jesus that night and entered the narrow way that leads to life everlasting.

"Enter through the narrow gate. For wide is the gate and broad is the road that leads to destruction, and many enter through it. But small is the gate and narrow the road that leads to life, and only a few find it." Matthew 7:13-14

> 500th Chaplain hired

1998

CHAPLAIN LYDIA POWERS Serving since 1993

1991

A CHOICE OF TWO PATHS . . .

CREATED IN HIS IMAGE . . .

Standing under a grease rack, I chatted with Jim, a 50-year-old mechanic with a cavalier outlook on life. I said, "We're not all animals, you know."

Jim looked at me, stunned. "What?! But we are animals. Nothing more."



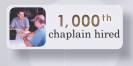
"No, we're not," I said. "God created us in His image. Me and you. Created for a relationship with Him." Jim stood there taking in this novel idea. It never occurred to him that he might be more than an animal living out his daily existence.

Several months later, Jim was wrapping up his last day of work at the shop. He approached me with a big smile and told me the chaplains were what he was going to miss the most. "I'll miss your regular visits. It blew me away when you told me I wasn't an animal. Thank you." I was touched to have the opportunity to speak this truth into his life and tell him that his life had immeasurable purpose and value.

Over the past 25 years, I have enjoyed working with employees, many of whom worked in the auto industry or senior living facilities. Many employees and residents have become treasured friends. I'm grateful for the opportunity to share the love of Jesus with them through the triumphs and tragedies of life.

CHAPLAIN SALLY JADLOW Serving Since 1994

2001



In 1997, I received a phone call mid-morning from a night shift employee asking if I would come to his house and talk with him. I told him I would be right over.

Upon arrival, I could tell he was very upset. As we sat at his kitchen table, he shared with me how his wife had unexpectedly cleaned out her closet and left him a note saying she was leaving him and wanted a divorce. We talked a while, and then I noticed that he was becoming wobbly and slurring his words. I asked him if he had taken anything, and he put an empty medicine bottle on the table for me to see. Almost immediately, his head hit the table and he was unconscious. The hospital was only about a mile from where we were, so I grabbed the bottle, put it in my pocket, carried him to my car, and laid him in the back seat. I drove as fast as I could to the ER where they immediately pumped his stomach. The doctor, after looking at the empty medicine bottle, said if we had waited another thirty minutes, he would have been dead. I kept thinking to myself, "What if he hadn't called for help?" or "What if I had been too busy to respond?"

In the days and weeks that followed this suicide attempt, we spent a lot of follow-up time together. He thanked me over and over for helping him through these dark times and getting his life back on track. Despite his difficult circumstances, he was able to move forward with hope.



NEVER TOO BUSY TO RESPOND ...

JOHN LINDSEY Director of Operations

Serving Since 1991

THE NEXT HOURS WERE A BLUR . . .



^oOn a bright day in early September, driving on a remote highway in northern Alberta, my phone rang with horrible news. There had been a major explosion and ensuing fire at a gas plant where one of our trucks was working. Details were still vague, but at least one of our employees was

down. I sat helpless, drained of emotion, my mind chasing random thoughts. "Which driver? Were there others? How long does a gas plant burn? What happens when you blow up a \$20 million plant and only have \$10 million in insurance?"

The next hours were a blur as I took control of our internal response to the event. Medics, ambulances, firefighting crews, media, and regulatory agencies all joined in the fray. And how was our guy? The response continued while darkness fell. The grim news of our employee's condition began to arrive . . . major thirddegree burns to all exposed skin and a "not good" prognosis. His only hope was a quick medivac from our remote town to a major burn centre in Vancouver. The scope of the operational responsibilities tied me to the phones, processing endless details and questions, but I could never shake the awareness that our employee's life was in perilous danger.

The employee had only recently joined our company and moved here with his wife who sat in the waiting room of the ER anxiously awaiting bits of news. It was here that a chaplain's love found its mission. The chaplain was the one whose mind was clear from all other priorities and was free to focus solely on comforting and caring for the injured employee's loved ones.

It was a journey of many months before our employee sat in my office, his face forever marred by the events of that September day. During that visit (and many times since), he recounted the most memorable parts of his journey. At the top of his list, always, is the kindness and love he and his family felt through the chaplains' care.

Whether in crisis or conflict, through grief and in joy, the male and female chaplains who care for our people show God's love where my reach fails. Should tragedy strike again, I find comfort knowing we will never be without the resources to respond effectively to the lives of our employees with the support of Marketplace Chaplains.



"Whether in crisis or conflict, through grief and in joy, the male and female chaplains who care for our people show God's love where my reach fails."

> **STEVE TROYER, PRESIDENT** Troyer Ventures (first Canadian company served) Fort St. John, British Columbia, Canada Chaplains Serving Since 2009



100.000 Employees Under Chaplain Care



WHEN DESTRUCTION HITS . . .

Hurricane Maria pummeled Puerto Rico in 2017 causing billions of dollars of destruction. It destroyed the island's power grid leaving all 3.4 million residents without electricity. Communication networks were crippled. Homes were toppled, vegetation was destroyed, flooding was rampant. Worst of all, close to 3,000 people were estimated to have lost their lives.

> Marketplace Chaplains serves two Pilgrim's facilities, both of which sustained significant damage. Thirty-seven employees suffered total or partial destruction of their homes.

Once the storm passed, Chaplain Mike Madera visited Pilgrim's employees in the months following Maria. Marketplace Chaplains, with the help of generous contributors, provided \$5,000 worth of gift cards for distribution specifically to the families experiencing significant loss. These families were grateful for the financial help and the compassionate care provided through the chaplain service.

> Slowly, Puerto Rico and the Pilgrim's employee families are moving forward.

CHAPLAIN MIKE MADERA

Puerto Rico Serving Since 2006



IMMEDIATE CHAPLAIN INTERNATIONAL RESPONSE . . .

A company we serve in the U.S. was holding a conference in Mexico for employees and customers. While walking on the beach with his wife, one of the attendees died suddenly. Distraught and upset, the company president immediately called his Marketplace Chaplains Care Team in the U.S. who reached out to our team in Mexico. Within two hours of the tragic event, one of our chaplains was at the resort caring for the traumatized wife and company employees and conducting a memorial service.

MARKETPLACE CHAPLAINS IN MEXICO

In 2005, Bo Pilgrim asked Gil Stricklin to provide chaplain care for Pilgrim's employees in Mexico. Marketplace representatives Dan Truitt, Jim Wagoner, and John Salas began to recruit a large team of chaplains to care for 5,000 employees in 25 separate locations. They started in Querétaro at Amistad Church and that is where they met Noe Rodriguez. Over the next nine months, they recruited and trained chaplains for three different plants and multiple farms. Some of these farms were difficult to get to by car and several chaplains didn't want to risk their vehicles on the rutty roads. Jim Wagoner's mother rallied her Sunday School class, and they raised money to buy bicycles for the chaplains so they could reach the farms safely!

In 2009, the entity of CAPELLANES MARKETPLACE DE MEXICO was born after the addition of Pace Industries. Some of the other companies we serve are CPP Consultoría Organizational, Royal Prestige Distributors, Roytec de Mexico, and Suatec.



NOE RODRIGUEZ



IT'S BETTER TO GIVE . . .

For 20 years, I have been working with Marketplace Chaplains as an administrator at our National Care Center in Plano. Marketplace is a ministry with a distinct purpose – to share the love of God in the workplace.

Currently, I support our Strategic Accounts—these are our largest companies with respect to employee count, revenue, and number of locations served. My role ensures that all aspects of company relations are satisfactorily processed. This includes billing and multiple company reports. For instance, every six months, we gather headcounts for all 54 locations of AZZ Inc. (Some companies have more!) We prepare 25 separate activity reports for CoorsTek leadership semi-annually. These reports summarize chaplain team activities (work site visits, funerals held, notes written, texts made, phone calls made, top five confidential discussion topics, materials distributed, referrals made), all while maintaining employee confidentiality.

One favorite Christmastime memory I have from working at Marketplace involves our yearly tradition of donating towards the needs of a local family nominated by our chaplains. One year, I was chosen to purchase gifts for a single mom with several children. At the store, I attempted to hunt down a GI Joe action figure in the toy section but was having difficulty. I asked an associate for help. When I told her why I was searching for it, she got very excited and told me that she had been on the Angel Tree as a child and was able to have a Christmas because of the generosity of others. As we searched for more toys, other shoppers began to enter into the excitement and help me find gifts for this special family. I told my son David, who was stationed on Okinawa with the U.S. Army, about this opportunity and he told me to use whatever money I would spend on his Christmas present for this needy family. Once all the shopping was completed. I took a picture of the GI Joe and other items for the young boy and sent it to David and told him, "Here is your Christmas!" He grinned from ear to ear.



PHYLLIS O'BIER Executive Administrator of Strategic Accounts Serving Since 1998



2007

I didn't often go into the shop part of the Trover building because I didn't have safety equipment. One day I opened the door and saw only two trucks and one mechanic. The mechanic waved me in, so I stepped inside. He started telling me that his wife was depressed and wondered if I would go and visit her. I responded, "Certainly!" He texted her, she invited me to come, and I visited her that afternoon. I stopped by several times after that.

One day she was researching something on her computer and came across the verse from Ephesians that says, "By grace you are saved through faith and that not of yourselves, it is the gift of God lest any man should boast." She said, "I think you can tell me what this means." I explained the verse to her about the gift of salvation we have from God and the hope we have in Christ. She pondered the meaning and eventually gave her heart to the Lord.

"I explained the verse to her about the gift of salvation we have from God and the hope we have in Christ. She pondered the meaning and eventually gave her heart to the Lord."

> **CHAPLAIN CAROL LONEY** Serving Since 2009



2009

TELL ME WHAT THIS MEANS . . .

Canada

CARE AT THE HIGHEST LEVELS . . .



Dan has served in a variety of roles: Chaplain (first chaplain hired outside of Dallas), Area Team Leader, Division Director, Regional Vice President, Vice President of Training, International Director for Mexico and Puerto Rico, Executive Director

of Operations for Eastern Canada

"He was perched three stories above the ground in the control booth of the crane. He was never on the ground during my worksite visits, so each week I climbed the tower to greet him."

Bob was the crane operator at the construction site. He was perched three stories above the ground in the control booth of the crane. He was never on the ground during my worksite visits, so **each week I climbed the tower to greet him**. My chaplain supervisor, Gil Stricklin, had admonished me, "You must greet every worker on this site each week." Bob had little to say to me during my brief weekly visits to his perch at the top of the crane tower.

One day when I ascended the tower, I found his son Robert at the controls. Robert told me his dad was diagnosed with terminal melanoma and would not be returning to work but had asked to see me.

I drove to his little house trailer outside town, where I found a very ill and frail man. Bob told me he was fearful of death and coming judgment because he knew he was not a good man and wanted to know if I had any advice for him. I shared with him the wonderful message of salvation by grace through faith in Jesus Christ. Bob made a sincere profession of faith and entered eternity a few short weeks later. It was my privilege to conduct his funeral service, where many of his co-workers heard the Gospel through his story.

National Care Center moved to The Hope Center

WHEN I WANT YOU TO KNOW, I WILL TELL YOU . . .

At a Bickford senior living facility in the Midwest, Chaplain Marcus introduced himself to Jack, a new resident. Jack looked Marcus up and down and told him that he didn't need a "spiritual" chaplain. Undaunted and noticing Jack's "Go Big Red" sweatshirt, Chaplain Marcus steered the conversation to Huskers football and John Deere farm equipment and their "non-spiritual" relationship began.

One day, Jack noticed Marcus giving away some Bibles to other residents and caught his attention in the hallway. He whispered, "Chaplain, do you have any more of those Bibles?" Marcus told him he had another one in his car. "Okay, bring it to my room."

Several weeks passed and Marcus asked Jack if he was reading the Bible, to which Jack rebuffed, "When I want you to know, I will tell you." Marcus left it alone and went back to talking football.

> Months later, Marcus visited Jack's room and to his surprise, Jack asked him to read from the Bible. As he picked up the Bible, he noticed heavy underlining and worn pages.

On one of Marcus's final visits before Jack passed away, Jack's daughter shared with him, "That's the only Bible I've ever known my father to possess. It's become a source of hope, guidance, and comfort." What a difference a Bible made!

Sixteen years ago, I was privileged to start partnering with Bickford Senior Living. Today, our chaplains serve senior residents in 64 Bickford branches across 12 states and hand out many Bibles.



Doug Fagerstrom President and CEO

One morning at 2:00 a.m., I received a call to counsel a young employee who was contemplating suicide. After talking with her for two hours, I could not convince her to change her mind. She said, "No one cares about me! Why do I need to live?" I took her by the hand and started praying. I prayed and prayed until the young lady started crying, saying she wanted to live. Today, she is alive and doing well.

It is a privilege to play a part in the lives of so many employees over the past 28 years. As a chaplain, I provide spiritual guidance to individuals who don't have access to formal religious services, to those employees who have problems and cannot find a solution without assistance. I regularly pray for the employees I serve and give them the best advice I can. I am grateful to work in this ministry where we can practically show the love of Christ to the employees we serve.



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Senior Living Chaplains

Senior Living

Chaplains Began

2015

CONTEMPLATING SUICIDE . . .

CHAPLAIN JOHN BROOKS

Serving Since 1990



2016

MY PAGER WENT OFF AT MIDNIGHT . . .

The shots rang out, shortly after midnight, awakening the quiet neighborhood. One person was dead and others injured. My pager went off, and I was summoned to the county hospital. There were two men there, both seriously wounded. Family was beginning to arrive, and I learned that the husband, wife, brother, and children lived together in the house.

The husband had gone to pick up his wife after her shift at a nearby fast-food place and brought her home. As she got out of the car, a gun shot from a nearby house hit her. The husband quickly ran inside, telling his children to stay put. As he and his brother returned to his wife, they were both shot.

As a chaplain, I comforted the family. There were no answers to this tragedy, but we prayed for peace and comfort in the midst of the grief. The wife was dead, the two brothers in the hospital.

As the days passed, I visited the hospital daily. Both

brothers were seriously wounded and their prognosis for a full recovery was slim. I was amazed at their acceptance of this terrible tragedy. Only Jesus could give them this peace. They were unable to attend the funeral of the wife. God did eventually heal them, allowing them to return to some semblance of their previous life. A neighbor was apprehended and convicted of the killing but was diagnosed as mentally ill. In addition to reaching out to those men during work site visits, I will pray for their continual peace and for the children who will always live with the loss of their mother.

> CHAPLAIN GERI SMITH Serving since 1993



2018

While working as a chaplain at McLane's Southern California, I encountered a distraught man who asked to speak with me privately. Joe was married to a woman with severe mental illness accompanied by drug addiction and infidelity. He wanted out. He was experiencing great pain and spiritual confusion because he loved his wife and had a Christian upbringing. Through many days of personal contact and counsel, hospital visitations, and listening sessions, God performed a miracle in Joe's life and marriage. He recommitted himself to a relationship with Christ and as he began to love his wife as Christ loved him, she was transformed by that love. Today she is on proper medication, they are part of a local church, and their marriage continues to grow stronger.

Serving since 1994

A TRANSFORMED MARRIAGE . . .

"Through many days of personal contact and counsel, hospital visitations, and listening sessions, God performed a miracle in Joe's life and marriage."

CHAPLAIN TODD RENEGAR



Chaplains Serving in all 50 States

GOD'S VISION BECOMES REALITY . . .

The United States Army has had chaplains in the ranks all the way back to General George Washington and the Centennial Army in 1775. From the first military chaplain serving under General Washington until today, the forces have more than 2,700 chaplains.

In 1973, I resigned from my Air Force Commission to be commissioned in the Army Chaplain's Corps. I served as an Army Chaplain, both on active duty and in the Reserves, for the next 22 years.

God used my chaplain's experience in the Army to move the concept of chaplaincy from the military to the marketplace. The mission was to care for all people and share the love of God through the Gospel of Jesus Christ.

God placed in my heart the vision to love and help business employees, who never had a chaplain, pastor, minister, rabbi or priest. More than 50% of all workers in America have no relationship with organized religion. They are not Baptists. Buddhists, Methodists or Muslims. Yet, they still have major problems, family matters, severe physical and mental health issues, some go to prison and want to be visited, other times there are funerals with grieving families, and all need a compassionate chaplain. They do not have to go to church; however, early Monday morning they must go to work. As the company chaplain of the first company served by Marketplace Chaplains, I greeted those sleepy-eyed laborers with a smile and a spiritual word to begin their workday.

In the past 35 years, God has done a great work in companies across North America with thousands of chaplains serving. Ten thousand times ten thousand will be in Heaven because of God's grace and a workplace chaplain who faithfully shared the Gospel with compassionate care and love.

GIL AND ANN STRICKLIN. FOUNDERS

CH(COL)USA, Ret. First Chaplain of Marketplace Chaplains 1984

We hope you have enjoyed and are inspired by these stories of **MPACT** through Chaplains serving employees and family members across North America since 1984. We are arateful for all of the company leaders who have said "Yes" to having a Chaplain Care Team from Marketplace come alonaside them to care for their areatest asset—their employees.

God is at work and we are continually preparing to serve the future workplace by improving our training, resources, methods of communication, use of technology and support. The greatest need we have, however, is your prayer support and help spreading the word about Marketplace Chaplains. We are poised for exponential growth in the U.S., Canada, and Mexico and continuously need more Chaplains to serve with us. If you are a company leader and are interested in having a Chaplain Care Team for your people, or if you are interested in becoming a Chaplain yourself or know someone who would make a great Chaplain, please visit our website at www.mchapusa.com.

* Additional copies available upon request

READY TO LEAD?

www.mchapusa.com

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