



Franciscan Center for Social Concern
3261 W. State Road
P.O. Box AR
St. Bonaventure, NY 14778



United Way
of Cattaraugus County

Yes!

I want to share in this important outreach through St. Bonaventure University and promote the values of Community, Dignity and Nourishment by making a gift of:

☐ \$25 ☐ \$50 ☐ \$100 ☐ \$250 ☐ \$500 ☐ \$1,000 ☐ Other: _____

Name: _____

Address: _____

Email: _____

Home Phone: _____

Cell Phone: _____

Business Phone: _____

Please list my name in the Honor Roll and other University Advancement publications as: _____

☐ Please list my name as ANONYMOUS.

Enclosed is my gift of \$: _____

You can make a secure credit card gift online at:
www.sbu.edu/FCSCdonate

Please record my pledge of \$: _____

On June 16, 2007, the Board of Trustees authorized the creation of a 5% gift administration assessment on all gifts other than unrestricted Bonaventure Fund contributions and ineligible grants. This does not change the amount of your charitable contribution for tax purposes. The total amount of your gift is tax deductible.

Make it monthly: I hereby authorize St. Bonaventure University to withdraw the amount of \$ _____ on the ☐ 15th/ ☐ 30th of each month from my ☐ checking/ ☐ savings account as my contribution, and I agree the payments will continue unless I notify the university to stop them.

Routing #: _____

Account #: _____

Bank Name: _____

* You may enclose a voided check for the account number and routing number.

Double your impact: Visit www.sbu.edu/matchinggifts to see if your employer participates in the matching gift program. If yes, enclose your matching form or complete your employer's matching gift form online.

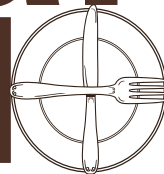
Please mail this completed form to:
St. Bonaventure University
3261 W. State Road
P.O. Box AR
St. Bonaventure, NY 14778

Follow us!



the Warming House

COMMUNITY • DIGNITY • NOURISHMENT



Spring 2023

Do we recognize our brothers and sisters?

By Alice Miller Nation

I wonder how many of us would respond to the following prompt:

St. Francis believed that every person he met each day was an encounter with his brother or sister. In each of our lives, how do we treat those we meet? As brothers and sisters, or possibly as strangers or people to be feared?

We closed a recent Warming House team meeting by responding to this prompt. I was delighted and amazed by the thoughtful and compassionate replies of the meal coordinators.

Our students know the names and some of the stories of many of our guests. Smiles came across the faces of the students as they spoke of the guest they were remembering. Stories were told with tenderness and laughter. My heart was full that evening.

Our work at the Warming House isn't all stories of rich encounters. I have always said that I thought being a meal coordinator at the Warming House is one of the most challenging student jobs on campus. In addition to preparing food for 35-95 meals each day, meal coordinators practice compromise and flexibility, patience and compassion every day ... opportunities to recognize their brothers and sisters in their midst.

In 2022, the Warming House served more than 12,000 meals. We served more meals in 2022 than were served in 2020 (the first year of the pandemic). The Warming House now keeps a pantry that will feed our guests for one month. We are



▲ Cory Westbrook and Amanda Marianetti Westbrook (marketing, '11, MBA '12) deliver fresh protein they raised to the Warming House freezers. Pictured with Cory and Amanda are meal coordinator Dan Schiffhauer and graduate assistant Mike Waseda.

fortunate to have a wonderful space in our basement that offers dry storage and space for an additional freezer.

We have learned about how resourceful and creative Warming House donors are! For example, Cory and Amanda Westbrook of Chosen Grove Farm in Canandaigua donate hogs they have raised and have butchered. In the past they have donated chickens and this year they switched it up for the Warming House and are donating a butchered cow.

Amanda became acquainted with the Warming House when she was an SBU student taking Management 301. Each semester all students taking this class prepare a meal at the Warming House using management theories integrated into a project from concept

to evaluation.

At the end of the semester wrap-up, I hear the thoughts and suggestions from the management students. Their insights give us the chance to see the operations from a fresh perspective.

The Westbrooks and Management 301 students truly recognize their brothers and sisters through their generosity and fresh insights.

The Warming House exists to care for the most vulnerable in the Olean area. It also exists to offer a training ground for our students, a place where the university values of integrity, wisdom and compassion can be practiced.

Each day we unlock the doors of the Warming House, make coffee, put out snacks while meal coordinators and volunteers make a meal from scratch, and welcome guests week after week.

Like St. Francis, do we consider those we meet as our brothers and sisters? If we are really honest, sometimes yes, other times – not so much. As we look at being people who offer light and hope to our world, might we learn from others. May the intentionality of our meal coordinators lead the way as they thoughtfully reflect on their work each week at the Warming House.



Alice Miller Nation is director of the Franciscan Center for Social Concern at St. Bonaventure University.

Fresh Encounters

Annika Spitzer, '26
Strategic Communications



With the large number of new freshman coordinators, the kitchen at the Warming House is vibrant with ideas, relationships and recipes.

The coordinators enjoy preparing (and eating!) dishes such as Natalie's baked mac 'n' cheese, Kevin's chicken parmesan, and Cecelia's cookies.

The coordinators also ask guests what they would like to see on the menu for the upcoming weeks and receive feedback on previous dinners.

More than meals, the Warming House is a community where many SBU freshmen have found greater purpose. To Kevin Eberth, the community at the Warming House is built upon the relationship between the volunteers and the guests. Friendly conversations between the guests and our coordinators continue to catalyze genuine relationships.

One winter afternoon, freshman coordinator Molly Edgington was representing her home state of Connecticut with a UConn basketball T-shirt. Bob, a regular guest, wondered



▲ New Warming House coordinators (pictured from left) are Max Wolfe, Nathan Sobko, Jack Kennedy, Kevin Eberth, Kylee Leonard, Molly Edgington, Natalie Ponzi and Cecelia Byrne.

why she was wearing anything but Bonaventure basketball merchandise. Ever since, Bob has made an effort to keep up with the UConn basketball statistics to chat with Molly. Encounters like these continue to make Bonaventure a second home for many of our out-of-state students.

The Warming House has even shifted the perspective of local residents like coordinators Max Wolfe and Kylee Leonard.

Kylee was initially shocked with the amount of need within her own hometown of Olean. The realization has made the opportunity to give

back even more significant. Max continues to find the joy in "being with other SBU students in a meaningful way," and to see his town in a new light.

St. Bonaventure students and the surrounding community gravitate toward the Warming House, where serving others is principal and love is abundant.

As much as the students give to the guests, the guests also deserve recognition in all they provide to our students. Fresh encounters each week provide lifelong learning opportunities that a classroom alone cannot provide.

IN THEIR OWN WORDS

My Happy Place

By Elizabeth Egan, '23, Journalism



The first time I remember feeling truly comfortable at St. Bonaventure was on my fourth visit to the Warming House, at the beginning of my freshman year.

I offered to make tomato sauce from scratch and the coordinators were impressed that I knew how to make it without a recipe.

I remember being so relaxed that day, as I worked on my sauce and talked with the other students. For the first time since arriving at school I felt like I knew exactly what I was doing.

From that day forward, the Warming House was my happy place. As I faced the typical college student struggles of navigating academics, relationships, internships, etc., knowing that twice a week I could go to a place where I felt nothing but confidence in myself was incredible.

I was asked by a new coordinator what my best piece of advice would be for the job, and my answer surprised me: "Remain calm, even when it seems like everything is going wrong." Prior to working at the Warming House, "remain calm" did not exist in my vocabulary.

Through broken ovens, missing ingredients, scheduling oversights, failed recipes, and a scarring shrimp and rice debacle that warrants no further elaboration, not once did we fail to serve a decent-looking meal at 4 p.m. This lesson, which I didn't know I knew, will stick with me forever.

While the work I do at the soup kitchen seemingly does not correlate with the journalism degree I will graduate with, I realized that in both I was working toward the same goal. Whether it was writing an article or making cupcakes, my goal was to create something that could help people and make them feel good.

The hardest part about deciding to graduate a year early was that it meant saying goodbye to the Warming House. However, I know that because of the Warming House, I will graduate with confidence, the ability to lead, an appreciation for service, and, along with many more, maybe even a Franciscan heart.

Cooking Was the Easy Part

By Mike Waseda, '21 History, '23 MBA

Back in March 2020 when the lockdown for COVID-19 started, I was only a student volunteer at the Warming House. My director, Alice, told me that I was going to become the coordinator after a week of volunteering. I did not know anyone who worked, volunteered, or ate at the Warming House at that time. I was just so overwhelmed, even with basic tasks for the first few months.

I knew how to cook but had never prepared 80 meals while managing the meal and volunteers.

I still remember that I was planning in my notebook with recipes and volunteers' names before every shift. I felt a huge responsibility on my shoulders. The Warming House even got me into reading books to study how to be a

good leader. As an international student from Japan, I was learning English as well as management and coping with the changing nature of the pandemic.

Meanwhile, the biggest surprise was discovering how much I loved being at the Warming House and the passion I developed for it. The Warming House randomly dropped life lessons I needed for being a better human. Later, I eventually became the manager and faced many challenges – mostly brought on by our guests and volunteers. One day when I noticed I was dealing with mental, emotional, and ethical challenges, I realized cooking was the easiest part!

Now, everyone thinks that I do things easily at the Warming House and I'm good at it. The reality is all my friends and Alice never rushed me but always supported me as I learned. Because of that, I feel I now truly understand the values of compassion, dignity, and community after developing a special bond with so many.

I recently found myself thinking about the meal coordinators and volunteers. As I prepare to graduate from SBU with my Master's in Business Administration, I want to offer the same positive experience of the Warming House where I was able to grow and learn so much.

It is now time for me to pass the Warming House leadership on to others. I am getting ready for the next step in my life. I'm most grateful for having this unforgettable community and experience. Saying goodbye will be difficult. Thank you for having me. In addition to a great education I grew a Franciscan heart. For that, I am very grateful.

