

COURIER IMPACT



Harley

I started working at Good Foot in 2013, so I've been on the job for about 8 years now. My dad knew the founder, Kirsten through his work, and one day they started talking about their family members with disabilities. I was in college at the time, and I decided to come in for an interview. **Good Foot has changed a lot since then.** When I started, there were only 4 or 5 couriers, and just a few deliveries every day. We were in a smaller office, and it was a lot quieter than it is now. It's nice to have more colleagues and couriers now, and it's nice to be busy.

I think two or three years after I started working here, I was asked to start training new couriers by one of the office staff. There were a lot more people starting so they needed someone who had experience to help out. The training has also really changed over the years! When I started, the new courier would just come out on the road with me and I would help them. Now it's much longer; we sit down with them, and do assessments and quizzes, and we shadow them.

My favourite part of working at Good Foot is the community. I like all of the social events, but it's more than that. I like being able to go into a workplace where everyone knows you, and everyone is really nice. You can talk to people if you have issues and I like that. You're at work here, but it doesn't always feel like it! I was just talking to dispatch while on deliveries today, and we were sending funny messages back and forth. **It's still work and you have to be professional, but I can talk to people like friends.**

I'd say the weather might be the biggest challenge on the job. When it's the middle of winter and you're having to walk and walk it's tiring. Deliveries can also sometimes be tricky if you have the wrong address, or you get off at a stop and you get a bit turned around. It can be a bit frustrating, but I always end up figuring it out. And I've definitely learned a lot of skills here, like mapping and directions, and comfort with the TTC. **I also used to be really shy and still can be, but I've definitely come out of my shell.**

