

Passion for my work and volunteering

Flor Ugalde began working at McDonald's in 2001 at the corporate owned restaurant in Rolling Meadows. As a single mom, Flor was looking for an employer that paid well, primarily, and offered her room for growth. In 2011, she left the corporate owned restaurants to join Bear Family McDonald's Restaurants as an assistant manager in both South Elgin locations.

In 2013, Flor was promoted to General Manager of our newly acquired Stratford Square location in Bloomingdale. Later, she was transferred as a GM to the Lombard location, and is currently working at the Elk Grove Village location.

Flor says that she enjoys her work at McDonald's because of the variety of people that she is able to engage with from the restaurant team and her guests, to her colleagues and family members across the Bear Family. Flor says that she loves Bear Family McDonald's because "you are my family, I am part of the Bear Family and I feel happy and secure here because we aren't just employees, we are truly a family and the support I have been given here has helped me grow at work and at home".

COVID has impacted Flor at work and at home. Like the majority of us, she feels that her routines have been impacted and she isn't going out as much as she used to. Flor says that her decision to stay home more was made to protect herself and her family as well as her family at the restaurant saying, "I go to work and I go home, I don't want to take chances. I am protecting both of my families".

Flor says that worrying about her employees health has been very stressful and that she is feeling the heavy weight of responsibility to make sure everyone is as protected as possible. Recently she has seen positive changes in the disposition of her teammates. She worries about them during this pandemic but sees that they have been more positive and confident at work since they've been provided PPE and modifications to the restaurants have been completed that



FLOR UGALDE

include social distancing reminders and plexiglass installation.

One of the things that Flor has been doing during this situation is volunteering to help our Elgin community. Flor has been active at Food for Greater Elgin and is very proud of her role as greeter inside the warehouse. Flor loves to greet people and explain the pantry to them and answer all their questions. Flor also participated in our Senior Pen Pal program where we teamed up with Avan-

tara Elgin to write letters to our neighbors that may not be as many getting visitors lately.

We also partnered with the Salvation Army in Elgin to pack and distribute home good kits including necessities like hand soap, laundry detergent and toilet paper. Flor was excited to be part of that project as well!

Flor's favorite volunteering has been with the Ronald McDonald House where Bear Family Restaurants had



set up monthly events to cook dinner for the families. COVID has impacted that opportunity but Flor has visited and cooked many times for the families staying at the Ronald McDonald House located near Central DuPage Hospital. RMHC is her favorite, she says, because you feed the families and I love to cook. AT RMHC, the families are in need of a hot meal, but across our community, there is a need and Flor loves to help wherever she can. Her experiences have impacted her deeply, and she gets others involved and brings them with her to experience the wonderful feeling of serving your community. With regards to her volunteering, she says, "it feels great, and I have been telling everyone about what I'm doing and how good it feels".

Flor says that Bear Family McDonald's passion for volunteering is one of her favorite parts of working here saying, "you are taking care of the inside family and the community. You are taking care of everyone around you and that's what I like". She goes on to say, "I am proud of what I am doing, in my restaurant, making my guests smile and in my community to help those in need. I am so proud and I am going to keep going. I'm definitely not stopping!"