

Sugar Plum visions

News from Sugar Plum Bakery

Fall 2016

Sugar Plum alum finds sweet success

If you stop by the Safeway bakery in a chic Georgetown neighborhood, you'll probably be helped by a bubbly, blue-eyed woman named Tiffany Giuliani. Like most customers at the store—considered a local hangout—you'll probably be impressed with her professionalism, product knowledge and friendly approach. If you got to chatting, she might tell you about her awesome apartment a Metro ride away, and how much she loves living and working in the bustling D.C. area.

You'd probably never guess she's battled a learning disability all her life. If it weren't for her start at Sugar Plum Bakery, Tiffany's life could have turned out much differently.

"Sugar Plum was my first job," she says. "I was around 14 and asked if they were hiring. They said that I couldn't handle the machines yet, so I started volunteering." Before long, Executive Director Patricia Rakes Clark took notice.

"Trish said, 'you are an amazing worker, and we want you on our team.' Without me even asking, she handed me an application. It made me feel so good!" Even with Tiffany's dedication and work ethic, though, the early days came with challenges.

.....“.....
Her success reflects our mission, because we advocate supported employment opportunities for people with disabilities so they can become financially self-supporting.

—Patricia Rakes Clark, Executive Director, Sugar Plum Bakery

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Sometimes Tiffany would feel embarrassed needing help and asking so many questions, but her desire to do her best outweighed her self-consciousness. "They helped me get stronger at things. Sugar Plum is a place where they are understanding with everybody. They don't judge anybody, with disability or not."

Tiffany would grow to be one of the bakery's most valued workers. She became skilled at customer service, learning how to resolve problems on her own—and when to bring in a manager for help. She has carried these skills into her work at

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"Because of my disability, it takes me longer to learn than other people," she says.

"Tiffany at times would get overwhelmed when we were busy and she could not find an order," Trish shares. "But she worked hard, and was always gracious and friendly with customers."



Tiffany Giuliani

the Georgetown Safeway, where she continues to impress.

Craig Gross, her supervisor, extols Tiffany's work ethic and friendliness with customers.

"She gets to work on time and is very knowledgeable about the bakery products," he says. "If a customer wants something sugar free or gluten free, she can take them by the hand; she knows the differences in ingredients."

Since her time at Sugar Plum, Tiffany has nearly completed a child development associate (CDA) degree and has worked with her mom and stepdad, who live nearby, to renovate her co-op apartment. But of everything she gained from Sugar Plum, her best memories are the people.

"Whenever I'm in town, I stop in and see them," she says. "Trish is amazing." The feeling is clearly mutual.

"I am so excited to see how Tiffany is working and living on her own and enjoying a full life," responds Trish. "Her success reflects our mission, because we advocate supported employment opportunities for people with disabilities so they can become financially self-supporting. She is a perfect example of how businesses are integrating people with disabilities."



Our Mission

The mission of Sugar Plum Bakery is to serve the needs of persons with disabilities through training, employment, and education. Sugar Plum Bakery will promote the integration of people with developmental and physical disabilities into society by helping them become independent and working, contributing members of our communities.

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Sugar Plum named 2016 Restaurant of the Year

I'm pleased to announce that the Retail Alliance has named Sugar Plum its Restaurant of the Year. The award was presented at a special ceremony May 19, held at the American Theatre in Phoebus. "Sugar Plum runs a really good shop," says Retail Alliance CEO Ray Mattes. "The selection is broad, the customer service is exceptional, and they have a good brand and a good model." After its initial nomination, Sugar Plum was visited by "mystery



shopper" judges who rated the bakery in areas such as merchandising, customer service, clean bathrooms, accessibility, food quality and community involvement. Around 30 restaurants were considered for the honor.



I'd like to emphasize how proud I am of Trish and the bakery staff for this achievement — not only fulfilling our wonderful mission in so many ways but providing also a top-shelf bakery, products and retail experience. That's a lot of balls to juggle, and they make it happen seamlessly.

Another great golf classic

I'd also like to thank those special folks who participated in our 14th Annual Sugar Plum Bakery Golf Classic on April 26. As our only annual fundraiser, this event is instrumental in helping fund our endowment. We're grateful to Trish, Diane and the bakery staff; the volunteers; board member Dean Hurst and the staff at Bayville Golf Club; chairman Chuck Ferrer; and the Golf Committee.

Thad Nowak,
President, Sugar Plum Board of Directors



No tricks, sweet treats

If you think candy is the only appropriate treat for Halloween, we've got a few tricks up our sleeve to change your mind. From scary spiders and wicked werewolves to a monster mash of epic proportions, a frightfully luscious Halloween cake from Sugar Plum will be the talk of your costume party. We'll even be happy to execute your own spooky idea.

Call **757.422.3913** soon
to place your order.



Our vital ingredient is you

Regular support from the community enables Sugar Plum Bakery to continue meeting its mission of serving individuals with disabilities. As always, we appreciate every gift that comes to us, and we offer sincere thanks to all of our donors. The following is a list of donors who made contributions between February 1 and July 31, 2016.

Endowment

Dr. and Mrs. Sumner Bell
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Bakery sales help offset our expenses, but the reality is, our organization relies on generous financial support from donors like you. Please consider making a gift to the bakery today using the enclosed remittance envelope.



Supporter Spotlight: Harry Delyannis, HLD Landscaping, Inc.

What does your business do to support Sugar Plum?

We maintain the grounds at the bakery, and donate 50% of our services. HLD Landscaping is a full-service landscaping company, so we take care of the mowing, beds and planters, as well as the irrigation system. We come out once a week to mow and then about every four weeks to do fine gardening.

How did you first get involved?

I knew Rev. Jordan very well, and he was one of the bakery's founders. Then, in the early 2000s, Rick Galliford from the board of directors approached me about donating some services. He had seen my work and wanted the grounds at the bakery to look as good as my other properties.

What plants did you specially select for the bakery's entrance?

We focused on elements that would complement the plum color scheme. So we brought in loropetalum, knockout roses and boxwoods. Then we added some nice concrete planters and filled them with dwarf blue spruces and Newport blue boxwoods.

Do you ever stop in for a treat?

Yes, as long as I know my wife isn't going to catch me! I love the chocolate donuts and lemon drop donuts. They also have a *great* lunch menu, so I come in to eat then too.... though I still end up staring at the donuts!



Harry and Kelly Delyannis with their children, ages 5–11.

Why does Sugar Plum mean so much to you?

We have four children (Teddy, 5, Zoe, 6, Maria, 8, and Leo, 11), and every one of them has gotten a Sugar Plum smash cake for their first birthday. Actually, we still get all the kids' birthday cakes there. But I also value the mission. Several of our friends have grown children with disabilities, and I love coming in and seeing them being trained, so they can go out into the working world.

Skills, life lessons, and confidence: fresh from the oven.

Sugar Plum Bakery
1353 Laskin Road
Virginia Beach, Virginia 23451

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Cakes of the month



October: German Chocolate – Two whole layers of chocolate cake filled with a layer of German chocolate icing and covered in chocolate butter cream. The top is drizzled with melted fudge.



November: Pumpkin Pound Cake – Our seasonal specialty! Moist pound cake flavored with real pumpkin and a mouthwatering blend of spices.



December: Tuxedo – Chocolate chip pound cake with chocolate fudge drizzled on top.

To order a Sugar Plum Sweet Indulgence, call 757.422.3913 or visit the bakery at 1353 Laskin Road.

Open Monday – Friday, 7 a.m. to 6 p.m.

Saturday, 7 a.m. to 5 p.m.

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