

# Character Community



## E-News



*A Town of Richmond Hill initiative.*

*A Town of Richmond Hill Character Community monthly e-letter*

## July is Integrity

*I will do what is right and  
ensure there is no difference  
between what I say and what  
I do.*

July 2006

## Maintain Your Integrity

By: Author Unknown, Heart At Work

A while back, there was a story about Reuben Gonzolas, who was in the final match of his first professional racquetball tournament. He was playing the perennial champion for his first shot at a victory on the pro circuit. At match point in the fifth and final game, Gonzolas made a super "kill shot" into the front corner to win the tournament. The referee called it good, and one of the linemen confirmed the shot was a winner.



But after a moment's hesitation, Gonzolas turned and declared that his shot had skipped into the wall, hitting the floor first. As a result, the serve went to his opponent, who went on to win the match.



Reuben Gonzolas walked off the court; everyone was stunned. The next issue of a leading racquetball magazine featured Gonzolas on its cover. The lead editorial searched and questioned for an explanation for the first ever occurrence on the professional racquetball

circuit. Who could ever imagine it in any sport or endeavor? Here was a player with everything officially in his favor, with victory in his grasp, who disqualifies himself at match point and loses.

When asked why he did it, Gonzolas replied, "It was the only thing I could do to maintain my integrity."

Source: <http://www.inspirationalstories.com/1/105.html>

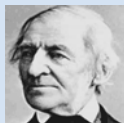
## What Is Integrity?

INTEGRITY is demonstrated by people who do the right thing, no matter what the circumstances may be.

I Will:

- Do the right thing, even if it isn't going to be easy for me or for others.
- Make sure there is no difference between what I say and what I do. I will be consistent and true to my heart.

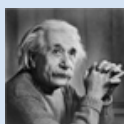
## Character Quotes



"Character is higher than intellect."  
~Ralph Waldo Emerson



"Love all, trust a few, do wrong to none."  
~William Shakespeare



"Try not to become a man of success but rather try to become a man of value."  
~Albert Einstein

### Town of Richmond Hill Character Community Organizations

Arts Richmond Hill Inc.

The Curtain Club

Girl Guides of Canada York South Division

Helpmate Community Information

Hills House Hospice

Ja'fari Islamic Housing

Learning Disabilities Association of York Region

Lions Club of Richmond Hill

Music For Young Children

My Canada! Integration Settlement Services

Optimist Club of Richmond Hill

Richmond Hill Aquatic Club

Richmond Hill Canoe Club

Richmond Hill Chamber of Commerce

Richmond Hill Community Food Bank

Richmond Hill Social & Bocce Club

Richmond Hill Training Centre

Richmond Hill Winter Carnival

Royal Canadian Legion Branch #375

Spiritual Assembly of the Bahai's of Richmond Hill

Stroke Recovery Network The Amici Centre

Wilderness Lifeskills of Youth Inc.

## Maintain Your Integrity

By: Ryan J.A. Hoover

Let me take you back a couple years. Come with me as we relearn a lesson; one that has stuck with me, in my present memory, and inspires me yet. I don't remember exact conversation, but bear with me as I supply something that would sound normal.

We walk into Elida Road Hardware. An old fashioned hardware store. No automatic door, not a computer in the building. Nothing unusual about the day, or the fact that we go to that store. It is one that I go to fairly often. As we enter the door, two sounds greet us. The sleigh bells of yesteryear, the ones that make that sweet, peaceful tinkle as we open the door. The other sound is the electronic beeper that alerts Andy of our presence.

"Good afternoon, Ryan," comes the cheerful acknowledgment. Andy Bianco is a very friendly sort of proprietor. He is of medium build and height, we'll say about 50, and the smile on his face welcomes us. We walk across the old wood floor -- destitute of stain or varnish, and worn smooth -- with its squeaky spots, and uneven joints. Andy asks us what he can help us with. I tell him we are looking for a spring. He very patiently replies "I carry lots of springs, you're going to need to be more specific."

"Beats me what they're called; just a spring for an old-fashioned screen door."

"That's it. A screen door spring. Right down there."

We turn to where he is pointing, and sure enough, there they are. Andy knows his store, and his products. That's why I come here instead of Meijer. The service can't be beat. The price, Yes. But service and satisfaction; No.

I pick up one and follow him to the counter. A keg of peanuts sits beside the counter, and beside it, another for the hulls. Let me know when Lowes does that. Covering the counter is a piece of Plexiglas, and under it, all manner of business cards.

"Hey got a card? Put one under here. Free advertising space."

"Thanks Andy, but I already have one. See, over here."

"Well, I'll be; you do."

He figures up the price, doing the math in his head. "\$1.88, with Uncle Sam's share comes to \$1.99"  
"Put it on Pop's account."

He nods and smiles, remembering that this is the

third item this week that received that verdict. "Good ole' Pop's account." He chuckles. "I don't know what you boys would do without Pop's account!" He hands me the ticket and as I sign it I ask rhetorically, "You really trust my signature?"

His reply startles, yet gladdens me. "When I can't trust Jerry Hoover's boys; I can't trust nobody!"

We leave, and the brain immediately starts to forget things, in order of importance. But what Andy Bianco said that day, rang in my ears. And it rings in my ears today. That's a tall order to live up to. It's a high standard of integrity. My father made a reputation for that name, and I get to enjoy the benefits thereof. But by the same token, I must maintain that reputation. And that's serious business.

Source: <http://www.inspirationalstories.com/7/700.html>



Peter Mumford (right) receives his Award of Merit from Town of Richmond Hill Mayor William F. Bell.



Henry Yeung (right) receives his Award of Merit from Town of Richmond Hill Manager of Aquatics & Fitness, Melanie Baker.

On June 12, Town of Richmond Hill Council recognized and presented an Award of Merit to two staff from the Bayview Hill Community Centre for their heroic efforts in saving the life of a patron in the Fitness Studio last December. Peter Mumford and Henry Yeung immediately reacted when the gentleman fell into a state of unconsciousness, working together quickly and efficiently to assist the man in peril, performing CPR until the Emergency Medical Team arrived.

Character Community E-News is a monthly e-mail newsletter to share information about upcoming events within our organization and beyond. If you would like to contribute upcoming Character Community event information, story ideas or photos, please forward it to the Editor, Michelle Lipkus, at [mlipkus@richmondhill.ca](mailto:mlipkus@richmondhill.ca).

**Next Month's Attribute:**  
August is Compassion