



e-Volunteer Voice

Volunteer Calgary's monthly news from the sector

RECOGNIZING VOLUNTEERS

In the non-profit sector, we work alongside committed volunteers who contribute toward fulfilling our organization's mission. Volunteers are outstanding individuals and it is important to give them due recognition for all their efforts. A great way to recognize an exceptional volunteer would be to honour them with a nomination for a volunteer award.

VOLUNTEER CALGARY LEADERSHIP AWARDS

Volunteer Calgary is looking to recognize outstanding volunteers for the [16th Annual Leadership Awards](#).

Does someone you know deserve one of these [8 awards](#)?

- * Heart of Calgary
- * Leaders of Tomorrow
- * Leaders in Employee Volunteering
- * Leader in Volunteer Engagement
- * Leader in Volunteer Management
- * Volunteer Family
- * Volunteer in Profile
- * Volunteer Animal



If you know someone who might be a good candidate for an award, now is your chance to show them your appreciation by giving them the recognition they deserve.

For more information or to nominate, click [here](#).

Deadline for nominations is January 13, 2012.

YMCA PEACE MEDALS

Do you know a Calgarian who makes a difference for peace?

YMCA Calgary Peace Medals recognize local individuals and groups who, without any special resources, status, wealth or position, have demonstrated a commitment to building peace here in our community or in communities elsewhere in the world.

Visit the [website](#) to read more about YMCA Calgary Peace Medals and fill out a [nomination](#) form today.

The deadline for nominations is October 1, 2011.

STARS OF ALBERTA VOLUNTEER AWARD

Nominate your community's local hero for a "Stars of Alberta Volunteer Award"!

IN THIS ISSUE

September 2011

- [Leadership Awards](#)
- [YMCA Peace Medals](#)
- [Stars of Alberta Awards](#)
- [ADVR Meeting](#)
- [Knowledge Connector](#)
- [Calgary's Vital Signs](#)
- [Community Spirit Program](#)
- [Profile of a Professional](#)
- [Training Sessions at VC](#)
- [CentrePoint Training Session](#)
- [What's New on the Shelves](#)

MEMBERS ONLY

As a member organization, you are entitled to exclusive benefits.

- » Opportunity to be promoted on social media sites, television, newspapers and other media sources via Volunteer Calgary connections.
- » Opportunity to become a Community Service Learning partner
- » Complimentary access to the Canadian Directory of Foundations and Corporations
- » Reduced rate on all Volunteer Calgary training programs.

For a complete list of all of your membership benefits, click [here](#).

LOOK WHO'S NEW

Welcome to Volunteer Calgary!

Canadian Youth Business Foundation

A national charity dedicated to growing the nation's economy one young entrepreneur at a time.
[Learn more»](#)

EnCharis Management and Support Services

Provides a Christian environment in

Across the province, Albertans are stepping forward, making a difference in their communities and improving the quality of life for all of us. Volunteers are the local heroes who help make our communities great and you can help us pay tribute to their dedication and generosity.

For more information, visit the [website](#).

The deadline for nominations is September 30, 2011.

ATTENTION: ADVR MEETING

The ADVR Meeting is coming up on September 21.

The topic will be *Leadership Competencies: What attitudes, skills and knowledge are required to be an effective leader in the nonprofit/voluntary sector?*

The session will discuss how to enable leaders from nonprofit/voluntary sector organizations to assess their strengths and abilities based on a Competency Framework, and fill identified gaps with targeted learning opportunities.

By connecting nonprofit/voluntary sector leaders and professional development providers, the KnowledgeConnector enhances the capacities of organizations to achieve their missions.

Topic will be presented by Toby Rabinovitz, *Project Manager of KnowledgeConnector*

**September 21
8:00am
Centre Street Church
3900 2nd Street NE, Calgary Alberta**

Contact any ADVR Executive if you have further questions at (403) 293-3900.

KNOWLEDGE CONNECTOR

On September 19, KnowledgeConnector connects Alberta's nonprofit/voluntary sector organizations to learning and professional leadership like never before.

Knowledge Connector is a web-based learning tool that connects leaders in Alberta's nonprofit/voluntary sector with professional development and learning opportunities. It is designed to provide professional staff in the sector, as well as members of volunteer boards, with opportunities to strengthen their skills and help them progress in their mission.

On behalf of the Volunteer Alberta board and staff, KnowledgeConnector invites you to join in your community: www.knowledgeconnector.ca.

MARKET MALL'S ROLE MOTHERS

Join the exclusive launch for RoleMothers, an initiative empowered by Market Mall and supported by **Volunteer Calgary**

RoleMothers is a Calgary-based initiative designed to inspire mothers to invest in their communities and lead their families by good example. By showcasing local celebrity moms, providing resources and creating a platform to share stories of goodwill, Market Mall and its partners hope to engage the Calgary community to get involved and give back.

**September 28, 2011
5:00pm - 7:00pm
Market Mall**

RSVP to rhonda.spindler@cadillacfairview.com by Friday, September 23. Click [here](#) for the exclusive invitation.

CALGARY'S VITAL SIGNS

seniors' housing in a financially responsible manner. [Learn more»](#)

Good Life Community Bike Shop

As a vehicle to building community, the shop is a one-stop-shop biking support hub in Calgary offering reconditioned/recycled bikes, repair space, tools and instruction, and workshops. [Learn more»](#)

Rotary Club of Calgary East

A community service club with a focus on NE Calgary needs of children and youth, committed to advancing world understanding, goodwill, and peace. [Learn more»](#)

VOLUNTEER IN PROFILE

Can your volunteer be the next VIP?

Don't miss the opportunity to recognize your exceptional volunteers.

Nominate someone today!

[Learn more»](#)

Tracking the current and long-term vitality of the city is the purpose of Calgary's Vital Signs. Find out how Calgary is doing.

Take a look at past accomplishments and future plans. Listen to civic leaders present inspiring messages about the role you can play in contributing to the vitality of the city.

Learn all about 2011 Calgary's Vital Signs Report.

October 4, 2011
11:00am - 1:30pm
BMO Centre, Stampede Park

RSVP by September 30 at www.thecalgaryfoundation.org or 403-802-7719.

COMMUNITY SPIRIT PROGRAM

Is your organization a registered nonprofit or charitable organization that is considering applying for a Community Spirit Program donation grant? Do you want to learn more about the charitable tax credit so you can promote it to your donors?

Join program staff for a 1 ½ hour presentation to learn more. Attend an information session that will provide a detailed overview of the program guidelines and application process followed by a question and answer period.

For more information, visit the website at www.communityspiritprogram.ca

NOTE: Please download the program guidelines and application and bring them to the Information Session.

Cost: FREE

November 1, 2011
3:00 - 4:30 pm
Southern Alberta Jubilee Auditorium
1415 - 14 Avenue NW, Calgary

PROFILE OF A PROFESSIONAL

LISA O'BLENIS

Program Coordinator
[Santa's Secret Service](#)

Two years ago, Lisa O'Brien underwent a career change and ended up doing something she was always passionate about. She donned her Santa's Secret Service hat and embraced the spirit of year-round giving.

Santa's Secret Service works to enhance the quality of life for people over 60 years of age who are alone or isolated by delivering presents on special occasions, such as birthdays and Christmas. It is a volunteer-based organization.

In her role as Program Coordinator, Lisa is the one and only paid employee responsible for working with over 500 volunteers, including 6 board members.

"We're such a small organization that we're reliant on volunteers. We are *always* looking for help," says Lisa.

Volunteers perform all tasks necessary to get presents delivered to the hands of seniors. Volunteers can be anything from Secret Santas, Birthday Elves, Card Creators, Delivery Drivers, Gift Sorters, Committee Members, and Board members. Last year, volunteers gave 2,200 seniors something to look forward to on Christmas morning.

Lisa's job is to support these volunteers. Coming from a customer service role, she understands the importance of making people feel valued. She applies this to her work with volunteers, striving to make everyone feel that they are part of the team, her mentoring and coaching experience proving to be quite handy. Having a dedicated, core group of volunteers ensures the consistent delivery of service.



"It's important to get that one-on-one connection with volunteers and make sure they get a personal response" she says. "I take the time to ask how everyone is doing and connect with the volunteers whenever I can."

Lisa also recognizes that everyone can do something to help out – regardless of age, background, or abilities. She ensures that Santa's Secret Service is an inclusive environment, open to all types of volunteers. A year ago, Lisa was approached by the Calgary Alternative Services about having clients with developmental disabilities coming in to help. She saw this as an opportunity and immediately sought approval from the board. The group has been making personalized cards and putting gift bags together since then.

"Our volunteers are so passionate about helping and they understand our mission. Our Santas are very generous," she says.

Lisa has had a lifetime of experience as a volunteer and is invested in making a difference in the community. Currently, she is working towards her Non-profit Management Extension Certificate at Mount Royal University.

"It's an act of kindness what we're doing, letting people know that someone is thinking of them," she says. Lisa O'Brien truly reflects her organization's catchphrase, "*The secret is sharing.*"

When she's not out spreading cheer and engaging with volunteers, she enjoys attending festivals and concerts in the city.

TIPS FOR SUCCESS

Lisa's tips on being a successful manager of volunteers:

- **Learn.** There are various resources and webinars available to equip you with knowledge that will help you do your job more effectively.
- **Connect.** Get to know your volunteers. Add that personal touch whenever you can to get them more engaged.
- **Contact.** The friendly and capable staff at Volunteer Calgary is just a phone call away (for instance, Lisa has phoned in for questions regarding ethics and policy).
- **Ask.** Ask for feedback from volunteers to let you know what's working and what's not. Ask for help because you never know what other sets of skills volunteers can offer, i.e. a volunteer who is sorting gifts might have that marketing know-how that you need.
- **Define.** Set clearly defined roles and expectations for your volunteers so that they know what is expected of them and to ensure a more efficient use of their time.
- **Plan.** When working with volunteers, you *always* need to have a back up plan because you never know what can happen. You want to be able to deliver your service even in the event of setbacks.
- **Appreciate.** Volunteers don't ask for much in return for their time, but a little "thank you" goes a long way.

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MediaGuide 7th Edition

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Special Non-profit member pricing available through Member site. >>Click Here



Special non-profit member pricing available. Click on Ad to login & order now!

TRAINING SESSIONS AT VOLUNTEER CALGARY

Discover the key concepts integral to an up-to-date Volunteer Management Program. Register for one of our most popular courses among managers of volunteers – **EVE!**

Elements of Volunteer Engagement (EVE)

October 19 - 20 & November 23 - 24

Join us for 'EVE' and discover the key concepts integral to an up to date Volunteer Management program. Whether you are implementing a new volunteer program or updating an existing program EVE will provide valuable insight to apply immediately within your organization.

EVE will provide participants with new skills and tools created specifically for non-profit organizations with a high regard for volunteers. This will include many basic Human Resource concepts for engaging the volunteer workforce available to non-profits.

Understand how the face of volunteer engagement is changing in our sector and be ready to receive today's volunteers with a well organized and professional program.

To register, email registration@volunteercalgary.ab.ca.

Click [here](#) for other available courses.

CENTREPOINT TRAINING

The world of non-profit governance is becoming increasingly demanding as boards face complexities such as generational differences, new revenue ventures and changing board volunteer needs and expectations. Join Trudy Gahlinger, a highly experienced and passionate board governance advocate for 3 intriguing and dynamic sessions in CentrePoint's [Trends in Governance Series](#).

WHAT'S NEW ON THE LIBRARY SHELVES

Flying without a net: turn fear of change into fuel for success. DeLong, Thomas J. 2011.

In this book, the author explains how to draw strength from vulnerability. Drawing on his extensive research and consulting work, the author lays out: roots of high achievers' anxiety; destructive behaviors we adopt to relieve our anxiety; and behaviors we must adopt to gain strength from vulnerability.



High ideals and noble intentions: voluntary sector-government relations in Canada. Elson, Peter R. 2011.

The author examines critical historical events in the relationship between the federal government and the voluntary sector which continue to exert their influence. He demonstrates through in-depth case studies that these events are critical to understanding contemporary voluntary sector-government relations.



Useful policies, examples and forms for the volunteer manager. 2011.

This 49-page manual features:

- Samples of useful forms, policy statements and other examples you can put to immediate use.
- Easy-to-understand descriptions of procedures used to recruit, manage and supervise volunteers.
- Essential principles and strategies to help you screen, orientate and train volunteers.



There are also sections on clarifying volunteer roles and responsibilities, youth and mentoring tools, and how to effectively utilize volunteers for special events.

You may also browse our library online. Click [here](#) to begin your search.

Find out more about the Volunteer Calgary Library on our [website](#) or contact our friendly librarian, Valerie White, at library@volunteercalgary.ab.ca.

FEATURED TWEETS

[@JFSCalgary](#)

A bit late, but thanks [VolunteerCal](#) for a great Elements of Volunteer Engagement training last week!

[@JamieNiessen](#)

on [BTCalgary](#) tomorrow talking about youth volunteering for [VolunteerCal](#).

[@CalgaryFoodBank](#)

[volunteercal](#) Huge thanks to the team who volunteered with us at [GlobalFest](#)...you guys are awesome & show your dedication to volunteering!

[@NeighbourLink](#)

BITS FROM THE BLOG

As a volunteer centre, Volunteer Calgary long promoted the idea that volunteering gives individuals an important edge in any job market.

We were very excited to learn that LinkedIn, the largest professional social media community sees enough value in volunteer work to include volunteering on individual profiles. [Read More»](#)

PODCASTS

Eavesdrop on highly engaging discussions on hot topics.

Episode 6 "Family Volunteering"

Listen in for ways to better engage family volunteers within your organization.

Featured guest speaker is Nancy McPhee of Stephen's Backpack Society whose young son inspired her family and countless others to work toward helping homeless children.

Our oldest volunteer and one of our youngest - Howard (VolunteerCal award winner) and the lovely Micah :) <http://twitpic.com/6ic67e>

[Listen to Episode 6»](#)

DOSE OF INSPIRATION

"Small acts, when multiplied by millions of people, can transform the world."

~ Howard Zinn



Leading, promoting, connecting and strengthening volunteerism.

e-Volunteer Voice is published monthly for the benefit of Volunteer Calgary non-profit members.

For comments or to contribute, send an email to: communications@volunteercalgary.ab.ca

Connect with us:



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