



e-Volunteer Voice



Volunteer Calgary's monthly news from the sector

CELEBRATE INT'L VOLUNTEER DAY!

Join the world on **December 5, 2011** and celebrate **International Volunteer Day!**

International Volunteer Day (IVD) offers an opportunity to show appreciation for all the volunteers who dedicate time and skills to communities the world over. It is an occasion to highlight the contribution of volunteers to communities around the world and encourage more people to volunteer.

International Volunteer Day was established by the United Nations General Assembly in 1985 and is now celebrated worldwide with thousands of volunteers involved.

IVD initiatives come in all shapes and forms - from volunteer recognition events and afternoon teas to park clean-ups and tree planting - all aimed at highlighting the importance of volunteers in communities around the globe.

Volunteer Calgary supports IVD and encourages all non-profit and voluntary organizations to participate in the worldwide celebration of volunteers.

For ideas on how to celebrate International Volunteer Day, visit the official IVD website at www.worldvolunteerweb.org and the Volunteer Calgary Blog.

VOLUNTEER CALGARY plus CENTREPOINT

On November 1, 2011, Volunteer Calgary and CentrePoint Non-Profit Management announced organizational changes that will create a unique capacity building organization to better serve the community and the non-profit sector.

Volunteer Calgary will officially assume delivery of all programs and services currently offered by CentrePoint effective January 1, 2012. This is a program and service acquisition; once the acquisition process is completed, CentrePoint will cease operations.

Volunteer Calgary and CentrePoint are working together on the transformation of a volunteer centre and centre for non-profit management into a new, hybrid organization uniquely positioned to build the effectiveness of local non-profit organizations to deliver service to the community.

The two organizations and their major funders have been and will continue to work diligently to ensure the current level of service from both organizations is maintained during the transition.

Current Volunteer Calgary member organizations and CentrePoint clients can expect the organization to continue delivering its services as a volunteer centre and can look forward to additional, non-profit management services to be made available through Volunteer Calgary.

Click [here](#) for the full media release.

YOU'RE INVITED TO OUR OPEN HOUSE

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MEMBERS ONLY

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

» Advertise your volunteer opportunities through the [Weekly Volunteer Highlights](#), emailed directly to interested volunteers, shared on social media sites and posted on the homepage!

» Opportunity to become a [Community Service Learning](#) partner

» Reduced rate on the [Media Guide](#)

» Reduced rate on selected Volunteer Calgary [training programs](#).

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

LOOK WHO'S NEW

Welcome to Volunteer Calgary!

Made by Momma

Provides services for mothers of young children (at least one child in the home age 5 or younger) affected by short-term or life-changing illness, injury or adversity. [Learn more»](#)

Millarville Racing & Agricultural Society

A rural non profit society that offers long standing events, and

Join us as we celebrate the holiday season.

Come over for good food, drinks, and great company. Get to know the Volunteer Calgary staff, volunteers, and board of directors. Mix and mingle with other professionals from the sector. This is a great networking opportunity and an excellent way to kick off holiday celebrations.

December 6, 2011
3pm - 6pm
1170, 1202 Centre St SE

RSVP to registration@volunteercalgary.ab.ca

We will be accepting donations for Santa's Secret Service. Can you help make Christmas merrier for isolated seniors? Santa's Secret Service's mission is to enhance the quality of life for individuals 60 years or older who are alone or isolated in the community. Every year, they provide gifts and services for up to 2,500 seniors who may otherwise be overlooked during the holiday season.

Click [here](#) to see what they need.

NOMINATE FOR LEADERSHIP AWARDS

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

Do you know someone who deserves 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. Nominate them for an award!

For more information on nominating someone, click [here](#).

Deadline for nominations is January 13, 2012.

MEMBER COUNCIL MEETING

Second date added for Member Council: November 28, 2011

Learn more about skills based volunteering, meet colleagues who are working on the same issue and learn from Sharlene Coulter of Kids Cancer Care who participated in a Skills Based Volunteering Pilot Project! She'll lead a discussion and share her findings over lunch at Volunteer Calgary.

Cost to attend is \$25.

Register today! Email registration@volunteercalgary.ab.ca.

services to the rural community of Millarville, and the surrounding MD of the Foothills. [Learn more»](#)

Salvation Army - Agape Hospice

Allows family members the freedom to be fully present in their journey with their loved one and Agapé's compassionate environment provides comfort, support and a safe place to grieve. [Learn more»](#)

This is My City Art Society

We provide arts programming to the homeless community through the engagement of artist-mentors. [Learn more»](#)

Two Wheel View

A charitable organization that provides leadership, environmental and cultural education programs to young people through their participation in bicycle expeditions and educational programs. [Learn more»](#)

VIP

December VIP



Arlie Ring
Calgary Public Library

Read [Arlie's Story](#).

[Learn about VIP»](#)

PROFILE OF A PROFESSIONAL

SHARLENE COULTER

Manager of Volunteers

[Kids Cancer Care](#)

Volunteers are the lifeblood of Kids Cancer Care Foundation of Alberta, a charitable organization that helps build bridges of hope and pillars of support for families fighting childhood cancer.

Their programs are uniquely designed to meet the needs of the whole family at each stage in the cancer journey, from diagnosis through treatment and beyond. Volunteers bring in a variety of valuable skills and manpower crucial for their programs' success.

Sharlene Coulter has been working as the Manager of Volunteers of Kids Cancer Care for 3.5 years. It falls under her responsibility to ensure that they recruit and maintain the volunteers needed to sustain their programs. Currently, she manages 360 volunteers.



On the job, she gets to work with volunteers from all walks of life. Everyone - from nurses, paramedics, and doctors to administrative help, yoga instructors, and photographers – has offered their time and expertise to help the organization.

Many of the volunteers have found their way to the organization because they believe in the cause and/or feel a strong personal connection to it. Coulter recognizes this and stresses the importance of recognition and pairing the organization's mission with the work of volunteers.

"You have to connect the vision to the work the volunteers are doing," Coulter said. "No contribution is too small."

She uses anything from compelling visuals (photo collages with music) and testimonials from their clients' families to simple *thank you* emails to address the volunteers' need to connect with the cause.

"Share that they are making a difference," she said. "Because they do. For Kids Cancer Care, they are what drives the foundation forward and supports our kids and families in a unique and special way through some of their greatest challenges and hardships."

She also utilizes social media sites Facebook and Twitter as a means to connect with her community of volunteers.

"We have 119 friends [on Facebook]," she said. "I post upcoming volunteer opportunities, events, pictures, and quotes."

Managing such a huge volume of volunteers is not without challenges, but Coulter focuses on the perks of her job.

"I get to see a side of humanity that's selfless and that gives of their time without getting anything in return," said Coulter. "I feel motivated because of them. They are really some of the greatest people I had ever had the pleasure of knowing."

TIPS FOR SUCCESS

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

Get to know your volunteers. They will be your most valuable resource. Learn their names, know what's going on in their lives, congratulate them on milestones, give them encouragement, and share your good news with them. Make them feel a part of the community.

Recognize your volunteers. Help volunteers envision how their work directly impacts the mission of the organization. Share your successes with them so that they feel more engaged with the organization.

Keep your volunteers involved and engaged. The more that they are able to be a part of your organization, the better! Volunteers are an incredible resource when a challenges arise, or something needs to be done in a pinch. They are reliable, trustworthy and love to be involved. Constantly re-evaluate the volunteer program to come up with new ways to involve volunteers. This way there are always dynamic opportunities for volunteers that allows them to get involved in a different way.

Provide a good environment for your volunteers. Volunteers are giving of their time freely, so ensure that they are well looked after and have a comfortable environment to be in. Suggestions include putting on music when volunteers are assisting with administration tasks in the office, having treats/water on hand if they are

helping out at an event, or ensuring that they have the proper tools to get their task done. If you have a small budget to work with, get your clients to decorate posters that can be put up, or to bake a decorate cupcakes for them.

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TRAINING SESSIONS AT VOLUNTEER CALGARY

The Development Audit

Tuesday, January 17 (1:00 pm – 4:00 pm)

An Assessment Process for Best Practice

Are there objective ways to measure best practice and effective progress in fund development? Can you and your team make better decisions about what priorities to address? Do not miss this unique opportunity to learn how your organization can also better position itself to reach its potential!

Participants will learn:

- The steps to improve your fund development performance through regular assessment and audit
- The process of implementing an audit/assessment of your fund development program
- The use of other assessment tools with the audit and how to set priorities for improvement in best practice

Good for: Board Members, Executive Directors, Fund Development Staff

Facilitator: Guy Mallabone, Fund Development Specialist

Level: Intermediate to Advanced

Investment: \$89 or 2 participants for \$158

Your Database is Filthy!

Thursday, January 19 (1:00 pm – 4:00 pm)

Many people think that an organization's database administrator is the only one responsible for keeping a Raiser's Edge or your database running smoothly. Not so! In this session we'll learn how every user can take steps to keep the data clean and healthy.

Participants will learn:

- The impact of clean vs. dirty data
- Responsibility – whose is it?
- The determination of what is "right"
- Data check and data cleanup queries
- Best practices from the instructor and participants

Good for: Database users and Administrators

Facilitator: Peter Gulka, Donor Database Specialist

Level: Intermediate to Advanced

Investment: \$89 or 2 participants for \$158

Executive Breakfast Series

Thursday, January 26 7:30 am (9:00 am)

Social Enterprise: Winning the Hearts and Pockets of Non-Profits

With **Peter Elson** of [The Institute for Nonprofit Studies at Mount Royal University](#)

What does the landscape of social enterprises look like in Alberta? How does this compare to other parts of Canada and what does this landscape tell us about new pressures and opportunities to explore the social enterprise form?

Peter R. Elson, PhD is a former executive director and currently Senior Research Associate in the Institute for Nonprofit Studies at Mount Royal University. Peter has collaborated on conducting province-wide surveys of social enterprises in Alberta, British Columbia, Manitoba, and the Atlantic region.

Good for: Executive Directors and Senior Managers

Investment: \$35 per person

To register: registration@volunteercalgary.ab.ca.

Web2PDF

converted by Web2PDFConvert.com

Click [here](#) for other upcoming Volunteer Calgary courses.

EVENTS IN THE COMMUNITY

Concerned about privacy?

Attend Volunteer Alberta's PIPA Workshop here in Calgary! Check out their website for more information and click [here](#) to register.

ADVR MEETING

Join the ASSOCIATION OF DIRECTORS OF VOLUNTEER RESOURCES on **Wednesday, December 14** at 8:00 am with a hot breakfast and guest speaker Patricia Morgan – *Do Your Best: Let go the Rest – the Rubber Band Principle*

Members: \$20. at the door Non-Members: \$25. (receipts will be issued)

Centre Street Church (Maranatha Room) 3900—2nd Street NE

RSVP by: Monday, December 5, 2011

FEATURED TWEETS

[rumoursofglory](#)

How do we build community for people for whom this is not their home? Jamie Niessen
[@VolunteerCal](#) [#TEDxCalgary](#)

[ILRCC](#)

[@VolunteerCal](#) Thanks for the mention and helping us to acquire help from the community for this event!

[UASCalgary](#)

It takes over 400 hours a year of "general" [#volunteers](#) to run [#UAS](#). you guys are the beast!
[@VolunteerCal](#)

[Katipult](#)

[@joimedia](#) needs volunteers to fill boxes with basic necessities for their JOI to the World Campaign..any interest?
[@VolunteerCal](#)

BITS FROM THE BLOG

Holiday Employee Volunteering!

Every year many employees around the city donate their time and talents through volunteer activities over the holidays. There are many ways in which you can get your team involved in the community. Here are some ideas to get your started:

[Read More»](#)

DOSE OF INSPIRATION

Thank you for joining us for our International Volunteer Managers Day celebration last November 1.

Keep up the good work and dedication to the profession.

During the event, we asked a few volunteer managers a few questions about their work.

Click [here](#) to watch the video.

We also took fabulous photos. Check out our [Facebook page](#) to see them.



**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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