

KPMG Volunteers! 2008

Dianne Boston-Nyp, Community Relations Coordinator, Volunteer Action Centre

When a corporation offers help to the voluntary sector, we are given an opportunity to grow a new dimension of our community. The challenge is that we are not always prepared to incorporate such an offer of help, but when we do, we all benefit in so many ways.

Dan Girardi, Vice President of **KPMG Inc.** (former chair of the United Way Campaign Cabinet 2004 and current board member for KidsAbility) definitely “**gets it**”. In July, Dan contacted the Volunteer Action Centre to help KPMG with preparing for their fall volunteering event. We knew we were being invited to the table with a forward thinking organization and a businessman with a **big heart for our community**.

KPMG believes in their responsibility to give back to the community and their employees have said that KPMG’s support for causes is important to creating an even better work environment. Five years ago, KPMG began a new initiative called “**KPMG Volunteers!**”. This initiative encourages every employee to volunteer in their community for one day—with pay! The Volunteer Action Centre helped them find a couple of new volunteer placements with thanks to contributions from a few of our 165 member organizations. Volunteer Action Centre staff attended their launch event as a way to thank and encourage all the participants.

How Can We Work Together Better?

In planning volunteering blitz events like these, it can be challenging to coordinate meaningful placements for **both** the corporate employee and the charitable organization. How can we make this a win-win situation? Thanks to Dan we were able to bring this issue to the table for discussion and ended up offering a “**Community Dialogue**”

session with participating Volunteer Action Centre agencies and a few KPMG employees who were curious to learn more.

The conversation was led by **Cheryl Rose** of the **Social Innovation Generation, University of Waterloo**. Cheryl was ideal for leading our dialogue thanks to her roots in **Community Service Learning** from both the University of Guelph and U of W.

Cheryl stimulated discussion about social **change** and how change impacts us personally. She asked us to think about our concepts of **leadership** and the importance of **reflection**. This discussion resulted in the formation of new thoughts and relationships and a shared understanding of our common goals to build a better community by helping contribute wherever we can.

This year KPMG helped 10 organizations who hosted over 100 KPMG partners and employees at this event. Over the past 5 years, KPMG has devoted over 500 days of volunteer service to local agencies. Thanks to everyone who participated!



Monica Collins of KidsLink, Sarah Exel, Daya Underwood, Dan Girardi from KPMG at the Community Dialogue Event hosted at Catholic Family Counseling Centre.

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Connecting to our Community

Jane Hennig - Executive Director, Volunteer Action Centre

It is always interesting to prepare an article for "CONNECTIONS". So often as we go about our daily activities we are focused on the moment or on a specific task and we don't take the opportunity to reflect on how what we are doing fits into the bigger picture of organization and community. The joy of having a large membership accessing the resources provided by our daily activities is that we must take the time to communicate what we are doing so that all our services are utilized. Once again there is plenty to share.

January 2009 begins the **Volunteer Action Centre's 25th year** serving the communities of Kitchener, Waterloo and the townships of Wellesley, Wilmot and Woolwich. There will be a number of announcements about anniversary projects in the coming months. In the New Year you will be receiving some promotional information about a new recruiting event that we will be trying in place of the January Fair. Our September Fair will continue at Conestoga Mall as it is an excellent event.

We were fortunate this summer to receive funding from the **Ontario Tril-**

ium Foundation to explore **team volunteering**. Continuing growth in requests for team/group volunteer opportunities and the additional supports required by this form of volunteering at the organizational level made it important for us to dedicate staff time and resources to look at this aspect of volunteer involvement. Our goal is to ease the team volunteering engagement process and find models for team volunteering that will enhance the value of this volunteering form for our membership; at the same time, it is essential for local businesses and post-secondary institutions, the largest growth potential for this form of engagement, that their experiences be meaningful.

As part of our **Supported Volunteering** program we received a grant from the **KW Community Foundation** to develop a curriculum to prepare newcomers to be ready to volunteer. This product should be ready to launch by May, 2009.

With these projects in place and a maternity leave among our small staff there are a number of staff changes of which we want our membership to

be aware. Dianne will continue to provide advice and support to newer staff as she focuses on the Team Volunteering project. Kate is filling in for Prachi in the role of Recruitment Coordinator. Kate works one on one with clients looking to volunteer, is coordinator of all the recruitment advertising and promotions and will be the lead on the Volunteer Readiness project. Joanna Michalski, our newest staff member, is providing member services. She is coordinating the Training and Consultation service. There are a number of new initiatives in this area that will be announced in the New Year. Robin is our volunteer coordinator and is responsible for all the in-office administrative tasks which she shares with our wonderful volunteers.

As we approach the end of 2008, I would like to personally and on behalf of our Board and Staff, thank you all for your continued support of our organization and wish you the very best for the holiday season and cheers to 2009.

Baby Boomers with Zip - Help Launch a New Resource

Volunteer Canada

With the population ever aging, **Volunteer Canada** has developed an exciting new online resource to educate the Canadian public and voluntary sector organizations on the varied health benefits related to volunteering as well as new approaches to engaging the Baby Boomer generation.

On November 1, 2008, Volunteer Canada unveiled the first phase of its new **Volunteering & Healthy Aging** promotional website at; www.volunteer50plus.ca.

This online resource targets the Baby Boomer cohort with a goal of encouraging them to continue volunteering or to become a volunteer by offering

their vast array of skills, experience and passion to a cause. The site also encourages volunteers to create an opportunity that is right for them based on their skills, availability etc.

If your organization is already enriched by Baby Boomer volunteers, please consider sending Volunteer Canada some of your volunteers' stories, photos or videos to include on their site. This is an excellent opportunity to profile some of our local volunteers' contributions.

Questions and submissions can be directed to James Brophy (jbrophy@volunteer.ca) or at 1-800-670-0401 ext. 223.

New on the Volunteer Action Centre website

We have developed a new page called **Volunteer Profiles** on our website at www.volunteerkw.ca. Our members are invited to profile volunteers from your organization on a first come first serve basis. We will change this page on a regular basis each month. Simply submit a brief profile and photograph in a .jpg format.

This is a great opportunity to let potentially 10,000 visitors a month know of the work that your volunteers do and a chance to profile your organization. Contact Robin at robin@volunteerkw.ca or 519-742-8610 ext 3202 for more information.

Ontario honours local senior for dedication to community

Jackie Hayes—The Waterloo Region Record published November 19, 2008



Waterloo's **Margaret Evans** was among the 20 people over the age of 65 who received one of this year's Ontario Senior Achievement awards in special ceremony at Queen's Park recently.

Margaret's sons and daughter and a granddaughter watched with pride as she was presented with a plaque signed by Premier Dalton McGuinty, and a pin honouring her for her many accomplishments and contributions to our community. Aileen Carroll, Minister responsible for Seniors, officiated at the presentation in the absence of Lieutenant-Governor, David Onley, who was unable to attend

She was nominated for the award by the resident advisory board of Luther Village, where she has resided since 1997. She served several years on the board, twice as chair, as well as chairing its finance, choir and other committees. For all these and other contributions to the Luther Village community, she received its Citizenship Award in 2002.

Margaret is a professional historian, author of a major study on the longest serving Ontario premier, Sir Oliver Mowat, as well as the writer of articles on Canadian and Ontario History.

She co-authored a book on the rise of Ontario veterinarians, which was awarded a medal of excellence in the history of medicine. Margaret worked as a consultant in setting up the Ontario Veterinary College Museum and Archives in 1982 and was a consultant in the writing of a book on the history of the City of Waterloo.

During the '80s, Margaret was active in volunteer work, chairing property and personnel committees and the board of the Waterloo Public Library during a time an addition was built which doubled the size of the library and a computer system was studied and selected. She received a plaque from the Waterloo city council for 10 years of voluntary service to the library board.

She was a member of Waterloo's Recreation and Leisure Task Force and the Mayor's Senior Advisory Council and named K-W Senior Woman of the year in 1985.

Margaret also became involved with the Waterloo Regional Heritage Foundation and the Presbyterian Church of Canada, history committee.

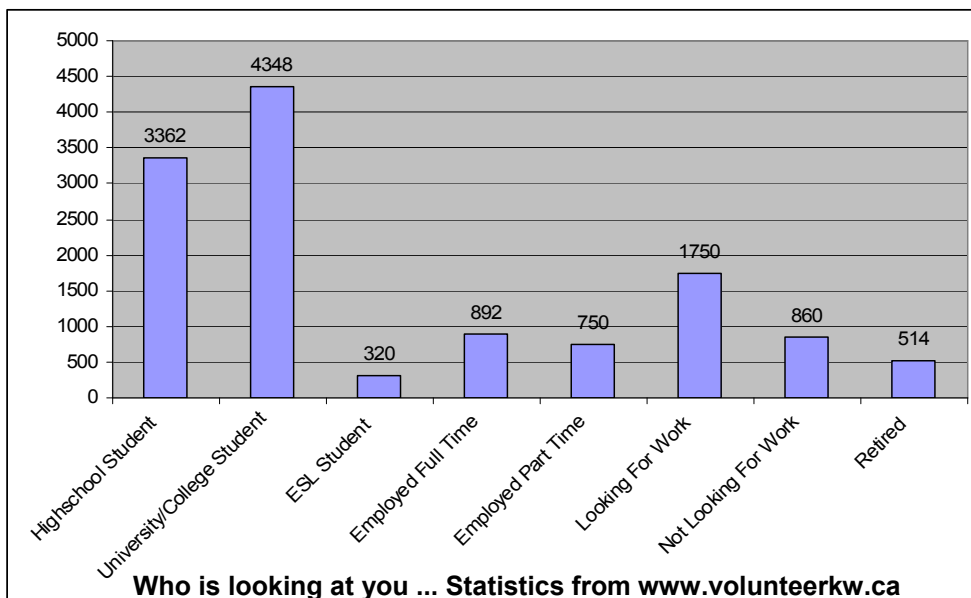
Diagnosed with Graves' thyroid disease in 1980, she became concerned with the lack of information locally on thyroid problems and decided to form a local chapter of the Thyroid Foundation. Her continued dedication to this cause earned her awards from the foundation and the City of Kitchener's Senior Citizens

Award for Health and Fitness in 2001.

Margaret was awarded the Canada 125 Medal in 1993 for founding the thyroid chapter and her activities in the Waterloo Regional Heritage Foundation. She was also made an honorary member of Wilfrid Laurier University Alumni Association for her "valuable contributions."

Although still involved in the local thyroid chapter she founded, arthritis has limited her activity in other projects and forced her to find a new home for her cat, who was featured in a book she wrote on beloved companions. She retains, however, a keen interest in history and her community.

Jackie Hayes is a Kitchener writer who looks at personalities, events and seniors' issues each Wednesday. Contact her at jackieh@golden.net



Volunteer Corner

Robin Harrington, Volunteer Services Administrator, Volunteer Action Centre

I often find myself stopping during the day to marvel at the work, skills and commitment our volunteers bring to the **Volunteer Action Centre**, especially our office volunteers. These are the people who greet you on the telephone and when you walk in to our office. They are the daily ambassadors of our organization. When they connect to a potential volunteer, and show their enthusiasm and knowledge of our member organizations, they also become your ambassadors. Currently, we have 15 office volunteers who have donated over 2100 hours during our past fiscal year. When I thought about which volunteers I would introduce first, I reflected on the content of this newsletter and decided to introduce to you our retirees who give their heart, skills and time to us and our community.

Maureen Baillie: Maureen has been with us since September 1997. Her responsibility is to ensure that your positions are printed and placed in our binders. These binders are used for customers who are not comfortable using the computer system, for speaking engagements and our Volunteer Fairs. Maureen assists with ensuring that the volunteer fairs are organized, organizing our volunteer files and inputting their volunteer time into our database.

Marilyn Eby: Marilyn joined us September 2000 just before International Year of Volunteers. Prior to volunteering, Marilyn was a Special Education teacher for the Waterloo Region Catholic School Board. When she joined us, our library was very disorganized and we needed help! In her orderly manner she soon had the library organized with books listed in a data base, carded and shelved. Two summers ago, she was instrumental in getting the books entered onto our website database, so our members could search for available literature online. She has also assisted with mentoring and training new office volunteers. With her Special Education background, she jumped at the chance to become a Volunteer Coach assisting in the training of volunteers who needed extra support to learn their new volunteer role.

Arlene Freiburger: Arlene started with us in May 2006. Before joining us, Arlene worked as a Registered Practical Nurse on 5 North at Grand River Hospital. Arlene is a "spiffy" addition to our organization; with her sunny disposition, she has potential volunteers relaxed in no time. Arlene is very knowledgeable about the organizations that we represent and their positions. She is a great asset to our agency.

Pauline Nickel: Pauline has been with us since 2005. She is a sincere and caring person who is dedicated to being a professional and to volunteerism in our community. She is a retired teacher from the Waterloo Region Public School Board. When she retired from the school board she became employed with the Waterloo-Kitchener United Mennonite Church where she took over the duties of Church Co-Coordinator and Administration. She brings with her great customer service skills, knowledge of the not-for-profit sector and volunteerism. Her quiet manner brings a relaxed confident atmosphere to the centre and her knowledge of our organizations and positions helps her direct our customers to the best volunteer position for them. Along with Marilyn, she also assists with the training and mentoring our new volunteers. During any election you will see Pauline at the polling booths.

We thank and acknowledge all of our volunteers.

Happy Holidays to you all and again Cheers for 2009.

Member Appreciation Event

The Volunteer Action Centre cordially invites you to join us for an informal presentation of our services including a live visit to our website and a quick review of your membership benefits. Spend time with staff and bring any questions you might have for us. Come hear what's new for next year too!

- Get more exposure for your positions
- Review membership benefits at the Volunteer Action Centre
- Network with peers in the voluntary sector.

Date: Thursday, December 11, 2008

Time: 10 a.m. - 12:00 p.m.

Place: Volunteer Action Centre
300-151 Frederick Street, Kitchener

Fee: Fee for members, \$10 for Non-Members

Email: joanna@volunteerkw.ca

Phone: 519-742-8610 ext. 3207



Connecting Talent & Community

Mission

To provide inspiration and leadership for the voluntary sector by connecting talent and community.

Values

We place a great value on our community, volunteering, accountability and professionalism. These values serve as a foundation for all our initiatives, programs and functions.

Community: We value a community that exhibits leadership, openness and accessibility; a community that develops and grows through voluntary activity.

Volunteering: We believe that volunteering is a genuine act of citizenship and philanthropy.

Accountability: We are committed to fulfilling our obligations and commitments to staff, members, partners and volunteers. We take responsibility for our actions and their subsequent outcomes.

Professionalism: We are dedicated to performing all that we do to the highest possible standard, actively encouraging others to strive for excellence.

300-151 Frederick St.
Kitchener, ON N2H 2M2
Phone: 519-742-8610
Fax: 519-742-0559
Email: info@volunteerkw.ca
Website: www.volunteerkw.ca

Jane Hennig
Executive Director

Robin Harrington
Volunteer Services
Administrator

Dianne Boston-Nyp
Community Relations
Coordinator

Kate Lavender
Recruitment and
Communications Coordinator

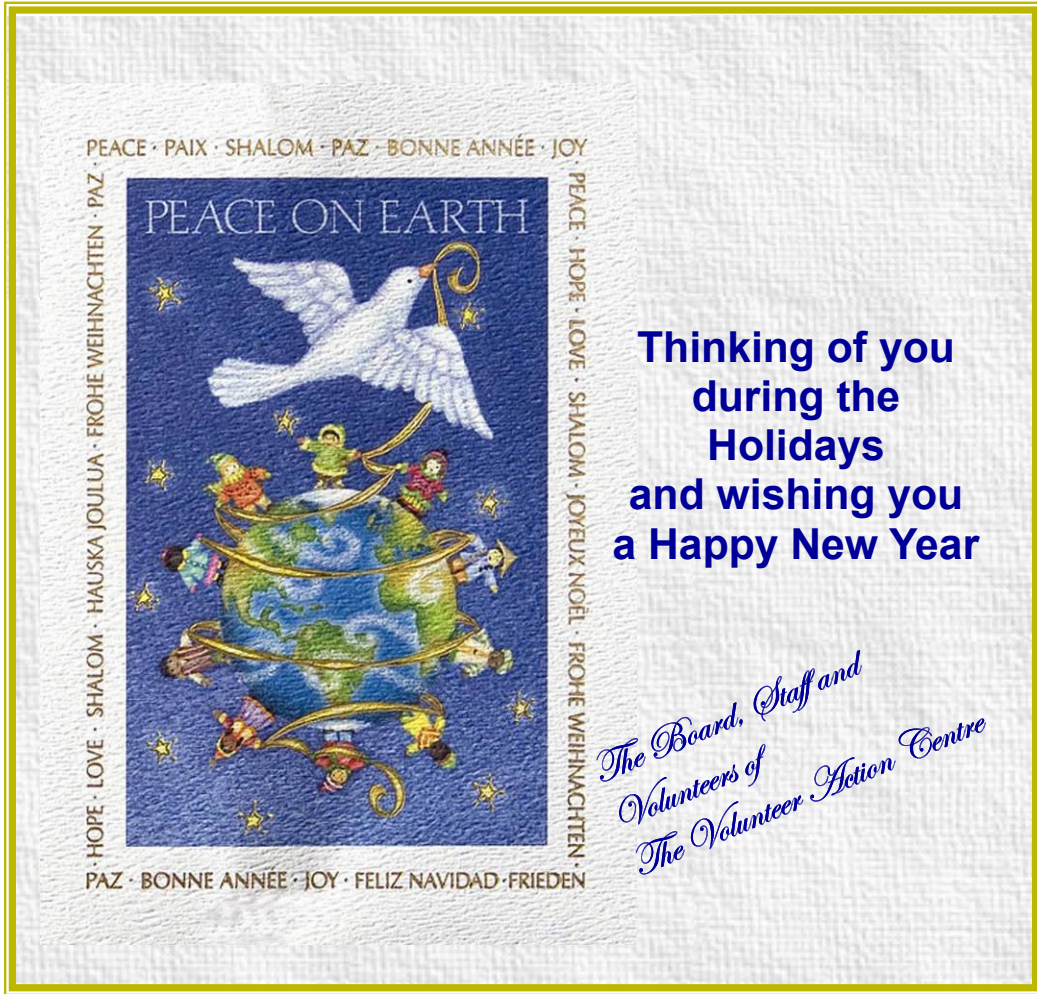
Joanna Michalski
Member Services Coordinator

Thank you to our Supporters

Major Funders
United Way of K-W & Area
Regional Municipality of
Waterloo
City of Kitchener
City of Waterloo
The Ontario Trillium
Foundation
KW Community Foundation

September Volunteer Fair
Manulife Financial
Rogers Televisioin
Daytime
Waterloo Region Record
96.7 CHYM FM
News 570

Coaching for Success Workshop
Libro Financial
Bingeman Park



Thinking of you
during the
Holidays
and wishing you
a Happy New Year

*The Board, Staff and
Volunteers of
The Volunteer Action Centre*