

Upcoming Events

NATIONAL VOLUNTEER WEEK
- April 27-May 3

VOLUNTEER IMPACT AWARDS
Nominations due:
- May 5 at 4:00 pm
- Gala June 12, 2008

SEPTEMBER VOLUNTEER FAIR
- September 20, 2008

March 2008



Recognition and Awards for Volunteers are Special

Mary Bales: Heartwood Place, Chair (Recipient of 2006 Volunteer Impact Award)

Before providing my thoughts about recognition and awards, let me explain what I think most volunteers have in common. The real "awards" of being a volunteer are the "rewards" which come from making a difference for people who need our help. There is nothing more special than the smile of appreciation or the "thank you" for what we have done. This is the kind of recognition which inspires most volunteers.

Being a volunteer means doing good things for others but it also means doing good things for ourselves. Nothing can provide the depth of experience and satisfaction more than helping others as a volunteer. Sometimes this is as exciting as coaching a sports team of young children, sometimes it is as serious as comforting someone who is terminally ill. Whatever the situation, the volunteer will always be touched by what is shared and will be a better person for that experience.

My 30+ years as a realtor have brought a great sense of success but my years as

a volunteer have taught me more. They have taught me how to reach out to people outside my comfort zone. They have taught me a lot about how people think and react in difficult situations. Just recently a person living in poverty and needing a place to live challenged me with demands which surprised me. He was a strong advocate for his needs and had persuasive powers which I had not expected. A great lesson which influenced my thinking and brought a reward -- I learned something about his self-confidence.

I have been asked to explain which of my awards has been the most important. That is difficult to answer but I can comment on why several have been special. A significant one: accepting a National Housing Award on behalf of Heartwood Place for building 33 affordable apartments in downtown Kitchener. All 14 winners in this national competition were recognized for creating affordable housing. Just think how many lives were improved through these efforts!

Another special moment: receiving a Meritorious Service Medal from the Governor General, Michaëlle Jean.

Rideau Hall is an impressive place, the ceremony awesome, but the best part was speaking with the Governor General during the reception. She told me: "I appreciate what you are doing because I understand poverty. My mother, sister and I came to Canada and had three forks and three plates" How can any medal or recognition supersede that level of confirmation?

Other awards have been special because they came from my colleagues: the Realtor Merit Award from the Real Estate Board and the Award for Humanitarian Service from Coldwell Banker Canada. Awards from local organizations, including the Volunteer Impact Award and the Chamber Community Leader of the Year, were unexpected and special. There are always so many deserving people who could have been chosen.

Being a "Distinguished 50 of 50" Alumni at the University of Waterloo was a wonderful recognition because of my volunteer commitments to housing

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Professional Development Series

April 10, 2008 Empowering Your Volunteers

Presented by National Volunteer Week Committee Members: Sherry Erb, Bonnie Caza, Annie Crump
Recruit, Recognize, Reassure and Retain!

April 30, 2008 Sensitivity Training

Presented by: Andrena Lockley; Independent Living Centre of Waterloo Region

Learn how to support volunteers by breaking down barriers.

May 29, 2008 Appreciative Enquiry

Presented by: Trudy Beaulne, Social Planning Council of Kitchener-Waterloo
Strength Based planning - an alternative approach to Strategic Planning

For further information on our Spring series watch for your flyers via email and updated on our website at www.volunteerkw.ca

Recognition and Awards cont.

and education. "Every child needs a decent place to live and an opportunity to be educated!"

When asked if awards are the motivation for most volunteers, the answer is "no". But we all appreciate recognition. Awards and recognitions should focus on how volunteer contri-

butions have made a difference. It's great when those who have benefited from volunteer commitments indicate their appreciation.

One of my favourite recognitions is a Christmas card. A tenant at Heartwood Place has made great improvements in his

life since having an affordable "place to call home". He has sent me good wishes - and those of his cat - for the past three years. This is a wonderful reward which money can't buy. This confirms that I have made a difference!

Volunteer Recognition ... is important

Robin Harrington—Volunteer Action Centre, Volunteer Services Administrator

Recognition is defined as: 1) To be aware of, 2) Acknowledgement and approval, 3) Showing gratitude.

Working in a not-for-profit organization one appreciates and recognizes the important role volunteers play in the success of our programming. We could not be as successful without the input and work of our volunteers. Recognition and awards are a necessary part of any volunteer program. This is our way to tell volunteers how grateful we are to them.

Research shows that there are three psychological needs which people subconsciously look for in any given situation.

- **Response**, which is the fellowship shared
- **Security** or the sense of belonging
- **Recognition** for work

The more that all three of these needs are satisfied, the more that your volunteer will see themselves as a part of your organization. When these needs are left unsatisfied, volun-

teers will more likely leave and volunteer elsewhere or not at all.

Recognition exhibits the respect you feel for the volunteer. It's showing or telling someone how you feel. When recognizing your volunteers:

Be Sincere: Make recognition meaningful and an opportunity to truly reflect your volunteer's value to your organization.

Recognize the person, not the work: Phrase a complement to emphasize the contribution of the individual.

Recognize Contributions Big & Small: It takes small contributions of service to keep an organization or program moving forward and meeting its objectives. Be grateful for the work of everyone involved in your organization.

Make it appropriate to the achievement: For example, a paper certificate stating job accomplished or the months/years of service is much better than a generic one sent to all volunteers simultaneously.

Be consistent: Make

sure standards of recognition are established for your organization and that these standards are sustainable.

Be timely: The most effective form of thanks follows the completion of a project or significant task. Immediately acknowledging a job well done or a service successfully provided can be as simple as an email that says "Thanks".

Tailor it to your volunteer: Getting to know your volunteers and their interests will help you learn how to best recognize them and help them feel special.

People want recognition to be earned-not given. They do not want to be praised or recognized out of proportion. In essence, they want honest and deserved acknowledgement.

As we recognize volunteers during National Volunteer Week remember: recognize the **importance of the job** that your volunteer does; recognize the **quality of the performance** and recognition of the **person doing the job**.

Volunteer Recognition Ideas

We all know that volunteer recognition is a vital piece of volunteer management. Here are some simple suggestions as you plan what you will do in your organization.

When a volunteer joins your organization:

- Send a letter of welcome or have the letter at their station
- Provide a good position description, issue parking passes, issue a name tag or ID card
- Provide an orientation, agency tour and INTRODUCE THEM to other staff
- Publish names of new volunteers in employee/volunteer newsletter or in a report to the Board of Directors

Day to Day Recognition:

- SMILE and call your volunteer by name
- On the job praise - with specific comments
- Provide good supervision, training and on-going support
- Seek feed back from volunteer (suggestions/improvements), use suggestion box
- Show awareness / sensitivity to religious practices of the volunteers (holidays, customs, rituals)
- Have a board member(s) talk to/encourage front line volunteers
- Take the time to make them tea or coffee
- Create a pleasant surrounding for them, make sure that the tools they are using are working

Monthly Recognition:

- Recognize a "Volunteer of the Month"
- Recognize volunteers in your newsletter or on your website
- Ask volunteers to represent your organization at events or promotional activities

Recognition at the Completion of a Special Event:

- Say "thank you"
- Send letters of thanks to the volunteer, their boss, their school or their staff supervisor
- Write an article about the project for local newspapers or agency publication

Random Recognition:

- Nominate them for Volunteer Awards
- Celebrate National Volunteer Week as an organization
- As you work with volunteers, write down the special acts that they do that impact your program/organization or personal interests that they share so that you can personalize a card or gift.
- Find out what types of foods your volunteer's like - randomly have "treats".
- Celebrate birthdays, milestones and the anniversary of their joining your organization - make staff aware, invite where possible

Annual Recognition:

- Keep track of length of time worked so as to recognize volunteers accurately
- Send a thank you and or small gift
- Wall of fame, post up a picture of volunteer with summary of their work
- Have a staff/volunteer social
- Invite volunteers to staff meetings
- Write an article in your annual report about the contributions that the volunteers have given to the organization. This is a great time to include statistics of volunteer hours, jobs and assignments completed and a very formal way to say thank you!
- Create a yearbook of your volunteers to be displayed at your Annual Meeting and throughout the year in the reception area. This is also a great way to maintain the history of your organization.

Places to Buy Recognition Items

Volunteer Canada Market Place
<http://marketplace.volunteer.ca/>

Cabam
www.cambam.ca

Shippam & Associates
www.shippam.com/indexPromo.asp

EnVision
www.envision.ca/vitems

VolunCheer
www.voluncheer.com

C.D. & M Inc.
www.volunteergifts.com/index.asp

Daily Apples
www.dailyapples.com

The Thanks Company
www.thankscapany.com

Positive Promotions
www.positivepromotions.com

Baudville
<http://shop.baudville.com>

Progressive Gifts and Incentives
www.pgiproducts.com

Nominate for the 3rd Annual Volunteer Impact Awards

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

It is the time of year to “spring into action” for the Annual Volunteer Impact Awards - an event created to celebrate extraordinary volunteers in Waterloo Region.

It is my sincere pleasure to invite you to consider candidates for this event. - but don't delay as nominations are due by Monday, May 5th at 4 p.m.

NOMINATE, propose, suggest, put forward, name, recommend. Such a simple action that could mean so much to someone who doesn't see it in themselves. This action can provide a memory for a lifetime. When we take time to highlight the kindness in others and celebrate the spirit of humanity, we affirm and inspire others as well.

The first two years of this event has brought forward recognition of 36 individuals and businesses, some more prominent than others. There are six categories and three finalists are selected for each category in order to give all finalists a special night regardless of the outcome. All our finalists enjoy an evening of celebration of their accomplishments.

NOMINATORS are of those who manage, rely on, benefit from or inspire volunteers. This event provides a recognition opportunity to show how much you care and gives an audience of like-minded peers who share “a moment in time” together. It is time to think about those who work to make our community a better place by engaging their COMPASSION into ACTION ... as quoted from our national slogan by Volunteer Canada this year.

Finalists will be judged by their extraordinary commitment to volunteering, creating a lasting impression on our community through passion, inspiration and commitment. Our selection committee, made up of volunteer community and corporate representatives, will give each nominee thorough consideration and help make the difficult decisions following established selection guidelines.

WHY NOMINATE? With over 500 positions posted on our website by our 157 member organizations it is apparent there are at least as many candidates to consider. Indeed the challenge with an awards event is that it only allows us a chance to congratulate a few at a time. However, it is in the telling of these few selected stories that we can reflect on the great service being done in our community. We can see the **power** of each one and feel the **impact** of many.

Take time to think about someone who may be deserving of praise in this way. It comes but once a year and it is a special night that will always be remembered.



AWARD CATEGORIES

CORPORATE COMMUNITY PARTNER

For a company or business that shows outstanding support and promotion of local volunteerism through corporate culture, activities and/or philanthropic programs.

HELPING HANDS

This award is for one who contributes to others by serving meals, driving, care giving, administrative work or other “hands-on” roles.

INNOVATIVE INVOLVEMENT

Awarded to a voluntary or public sector organization whose innovative and creative volunteer involvement programs successfully engage volunteers.

OUTSTANDING LEADERSHIP

Acknowledging an inspirational leader who shines through teaching, coaching, organizing, serving on boards and committees and /or other leadership roles.

NEW CANADIAN

This will be someone who has immigrated to Canada within the past 10 years and has made an outstanding contribution to the community by volunteering.

VOLUNTEER MANAGEMENT

Awarded to a paid or unpaid volunteer coordinator or manager who leads volunteers to get involved and has helped to create a volunteer friendly community.

THE VOLUNTEER IMPACT AWARD

This is an extra special honour selecting its recipient from the finalists from the above categories. Specific nominations are not collected for this category.

3rd Annual Volunteer Impact Awards GALA

Thursday June 12th 6:30 p.m.
 Centre of International Governance Innovation (CIGI)
 Tickets \$75 each. Everyone is welcome!

We thank our generous sponsors and supporters who are rallying to help us make this event possible for our community. This event also provides the Volunteer Action Centre with an essential fund raising event and helps to raise awareness for the entire voluntary sector.

Please contact Dianne Boston-Nyp if you need any support with your nomination at 519-742-8610 or email dianne@volunteerkw.ca.

*Life is exciting business and most exciting when it is lived for others
 ~Helen Keller~*



Community Project Day

Although our centre has discontinued the highly energetic and successful Community Project Day as we have known it for the past nine years, the concept of TEAM VOLUNTEERING is alive and well and will continue in our community. The challenge for our organization was becoming too great for a one day event, but the needs and links to valuable volunteer teams will continue and grow. The Volunteer Action Centre is working with existing project requests and connecting them to eager volunteer teams who come to us looking for a way to GIVE BACK. Thank you for understanding. Please contact Dianne if you have questions, concerns or outstanding projects that we can connect to potential groups who come to us on a regular basis.

Volunteers grow community, and we at Investors Group, believe that the quality of life for one person or a family is influenced by the experiences they share with others in their community as a whole. Volunteers are integral to the success of so many worthy charitable endeavours, and serve as the tireless engines that help organizations continue to run. Giving back to our communities through the spirit of volunteerism is among the greatest rewards a person can achieve. In keeping with our commitment to community, we are extremely proud to support the Volunteer Action Centre and the Volunteer Impact Awards

Patricia Hass, Executive Assistant
 Investors Group
 KW - Guelph Region Office



Investors Group Financial Services Inc.



The 2007 Volunteer Impact Award Finalists.

2007 AWARD RECIPIENTS

CORPORATE COMMUNITY PARTNER

Cowan/Frank Cowan Foundation, Family & Children's Services of Waterloo Region

HELPING HANDS - Flora Cross, Hospice of Waterloo Region

INNOVATIVE INVOLVEMENT -

Laurier Centre for Community Service-Learning, Wilfrid Laurier University

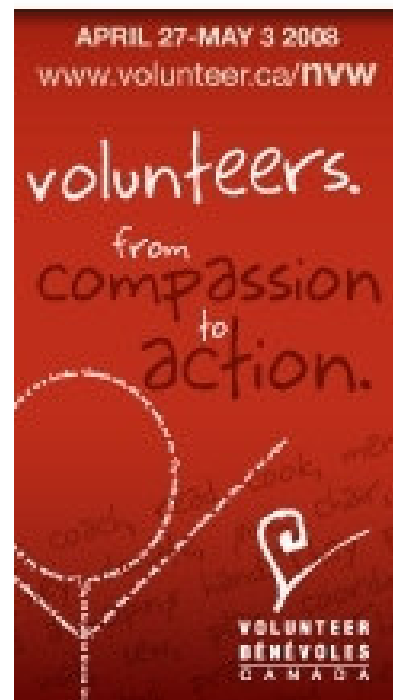
LEADERSHIP AWARD - Tim Jackson, Food Bank of Waterloo Region

NEW CANADIAN - Hye - Shil and Young Sohn, City of Kitchener

VOLUNTEER MANAGER - Bonnie Caza, Our Place Family Resource Centre

VOLUNTEER IMPACT AWARD - Susan Bowey, Nutrition for Learning.

NATIONAL VOLUNTEER WEEK



Thank you to all the volunteers who give their talents to the activities of the Volunteer Action Centre



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.

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Community Relations
Coordinator

Thank you to our Supporters

Major Funders
City of Kitchener
City of Waterloo
Regional Municipality of
Waterloo
United Way of K-W & Area

January Volunteer Fair
Conestoga Mall
Rogers Television
Daytime
The Record
96.7 CHYM FM
News 570

National Volunteer Week
A&B Transfer Inc.
Boston Pizza
Cassio
City of Kitchener
Drayton Festival Theatre
Joseph Schneider Haus
Kitchener Waterloo Art Gallery
Kitchener- Waterloo Symphony
KIDZONE Family Fun Center
Reid Candy and Nut Shop
Rogers Television Daytime
Rainbow Flowers
The Children's Museum
Williams Coffee Pub
96.7 CHYM FM
News 570
KICX

Action Words for Volunteer Recognition

This puzzle contains action words for thank you letters, cards, reference and articles of acknowledgement.

C	T	O	T	W	E	L	E	S	W	L	V	S	R	S	I	S	I	R	C	ACTION
O	O	E	O	O	L	L	U	L	U	O	U	E	D	D	Y	D	O	O	A	APPRECIATE
M	E	M	U	R	B	O	E	F	L	P	L	F	A	R	I	Y	M	B	R	APPROACHABLE
P	P	O	M	K	A	A	R	U	S	I	P	O	P	P	A	M	N	E	I	AWARDS
A	I	C	E	U	D	P	N	G	A	S	E	O	L	L	I	W	S	Y	N	CARD
S	T	L	P	E	N	T	E	B	A	L	E	O	R	T	E	O	A	T	G	CARES
S	O	E	R	E	E	I	L	R	B	N	M	C	T	T	U	H	S	I	L	CARING
I	M	W	R	E	P	E	C	A	S	A	I	E	C	R	I	E	E	N	U	COMMITTED
O	E	S	R	O	E	N	H	A	T	O	D	Z	C	U	R	V	N	U	F	COMMUNICATION
N	D	I	B	S	D	C	U	I	T	T	N	E	E	V	S	I	E	M	G	COMMUNITY
A	S	E	I	T	A	O	C	O	M	I	F	A	I	D	S	T	R	M	N	COMPASSION
M	P	A	Z	O	S	E	R	A	C	U	O	C	L	E	I	A	G	O	I	CRISIS
T	R	P	R	I	S	K	I	L	L	S	E	N	A	R	T	V	E	C	N	DEDICATED
P	I	P	R	I	N	S	I	G	H	T	F	U	L	R	E	O	T	Y	A	DEPENDABLE
O	P	M	U	E	U	G	D	E	D	I	C	A	T	E	D	N	I	M	E	DIPLOMATIC
A	A	Y	E	H	C	F	O	R	T	U	N	A	T	E	B	N	C	E	M	EDUCATED
N	O	I	T	C	A	I	T	C	H	E	T	N	E	I	C	I	F	F	E	EFFECTIVE
W	O	N	E	D	U	C	A	T	E	D	E	H	C	I	R	N	E	R	L	EFFICIENT
D	E	S	U	C	O	F	D	T	I	R	N	A	T	U	R	A	L	H	M	ENERGETIC
T	N	E	I	T	A	P	K	X	E	V	I	T	C	E	F	F	E	U	N	ENRICHED

INNOVATIVE	INSIGHTFUL	LEADER	MEANINGFUL	NATURAL
ORGANIZED	PATIENT	PERSONAL	PRaise	RECOGNIZED
RELIABLE	RESOURCEFUL	SERVICE	SKILLS	SUCCESSFUL
SUPPORTIVE	TIME	VOLUNTEERISM	WELCOME	WORK

