

Information Kit 1999



*A guide to current
issues and trends
in the Canadian
volunteerism movement*



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Information Kit 1999

A guide to current issues and trends in the Canadian voluntary sector



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Foreword

Spreading the seed of volunteerism

National Volunteer Week is just around the corner, and once again, we are celebrating volunteers as our greatest natural resource . . . with a twist!

We are combining this theme with the fact that the Shasta daisy is the national flower of volunteering and with the fact that there are now 7.5 million volunteers in Canada . . . and growing.

Just like the Shasta daisy, a perennial flower which comes back annually, keeps growing in size, and can be separated and replanted, volunteers help themselves, volunteer programs, and communities to continually grow and thrive.

This year, National Volunteer Week takes place from April 18-24. What better time of year than spring to be thinking about daisies, rejuvenation, and rebirth? This year, we hope that all citizens will "plant" or "replant" themselves in the voluntary sector to contribute to the growth of volunteerism and the revitalization of communities across Canada.

This Information Kit contains fact sheets, articles, poems, quotes and volunteer horoscopes. You are welcome to reproduce these items at will—include them in your brochures, newsletters, displays, media kits or share them with a friend, family member or colleague.

However, please give credit where credit is due. Any reproduction of this material should cite

the original source as indicated at the beginning of each article. If no source is cited within this guide, please note Volunteer Canada and the 1999 National Volunteer Week Information Kit as the source.

We hope you will find this information useful after National Volunteer Week. We all know that volunteerism doesn't just bloom in spring—in fact, it is in season all year long. Together, we can all help spread the seed of volunteerism !

If there is anything we can do to help make your National Volunteer Week a success, please call us toll-free at 1-800-670-0401 or visit our website at www.volunteer.ca.

Enjoy!

What is National Volunteer Week?



National Volunteer Week was first proclaimed in 1943. In Montreal, Toronto, Winnipeg, and Vancouver, Women's Voluntary Services organized special events to draw the public's attention to the vital contribution women made to the war effort on the home front.

In the late 1960s, the idea of a designated week to honor volunteers was revived, and the focus was broadened to include all community volunteers. With local volunteer centres taking the lead, this special week grew in importance during the 1970s and 1980s. In 1990, the third week in April was proclaimed National Volunteer Week in all communities across the country. This week is now firmly established as the highlight of the year for paying tribute to Canada's volunteers.

Today, National Volunteer Week is not only set aside to thank and honor the people who donate time and energy to their fellow citizens, it is also

meant to increase public awareness of the vital contribution that volunteers make to our communities and to Canadian society as a whole.

During this special week, over 5,000 local community agencies and volunteer centres across Canada organize special events to celebrate National Volunteer Week—and this number is growing at a rapid rate. More and more businesses are getting involved to thank and honor employee volunteers, while an ever-increasing number of schools, hospitals, and municipalities are setting up recognition programs.

For more information about National Volunteer Week or organizing an event in your community, please contact Volunteer Canada by phone at 1-800-670-0401 or visit our website at www.volunteer.ca.

Caring Canadians, Involved Canadians: Highlights of the National Survey on Giving, Volunteering and Participating.

Adapted from *Caring Canadians, Involved Canadians: Highlights from the 1997 National Survey on Giving, Volunteering and Participating*. Minister of Industry, 1998.

Background

The National Survey on Giving, Volunteering and Participating—released in August 1998—is the most comprehensive survey ever taken of how Canadians support one another and their communities.

In the fall of 1997, more than 18,000 Canadians aged 15 and over were interviewed by Statistics Canada as a supplement to the national Labor Force Survey.

Results of the survey show there is a broad spectrum of support across the country, while concluding that Canadians care about and are

involved in the lives of their fellow citizens.

Highlights of the Survey

The Survey documents Canadians' support for each other:

- about eight in ten Canadians give money to charitable or non-profit organizations
- almost one in three Canadians volunteer their time
- almost three in four Canadians help people directly, by doing housework, driving someone to appointments or providing some other assistance
- four in ten Canadians give money directly to people who live outside of their home
- one-third of all donors account for 86% of donations and one-third of volunteers account for 81% of total volunteer hours among Canadians 15 and over
- Today, 31.4% of Canadians volunteer their time, compared to 26.8% in 1987. This time is equivalent to 578,000 full-time jobs – about the same total as the Labor force of Manitoba (576,400 people).

Canadians Provide a Broad Spectrum of Support

The National Survey of Giving, Volunteering and Participating asked Canadians for the first time about their charitable giving:

- The vast majority (88%) say they give either money or goods to non-profit organizations,

and most (78%) make direct financial contributions.

- Canadians gave more than \$4.5 billion in donations in 1997, with an average donation of \$239.
- Canadians spend an additional \$1.28 billion on non-profits' goods, raffle or lottery tickets, and charitable gaming.

Volunteering Has Doubled Among Youth

- For most age groups, the volunteer rate was either quite stable or increased slightly over the past ten years. The major change comes from a noticeable increase in volunteering with an organization among individuals aged 15 to 24 years old. The participation rate among Canadian youth has almost doubled, going from 18% in 1987 to 33% in 1997.
- Some 14% of those volunteers aged 15 to 64 say that their volunteer experience helped them obtain employment. This figure rises to 24% for younger volunteers aged 15 to 24.

Religion Plays a Key Role in Giving and Volunteering

The NSGVP shows that religion is an important factor in Canadian's giving to charity and volunteering their time:

- Eight in ten Canadians with a religious affiliation were donors compared with 67% of those who did not. Donors who described themselves as highly religious accounted for 33% of all donations, while comprising only

12% of the population.

- People with a religious affiliation also volunteer at a slightly higher rate than those without such an affiliation (33% vs. 28%). This becomes more pronounced for those who attend religious services at least once a week, with these people volunteering at a rate of 46%.

Other NSGVP Findings

- Health organizations received 38% of all reported donations, which is the highest number of individual donations for any one sector.
- These organizations were also the second largest beneficiary of charitable giving, receiving \$773 million (17% of the total amount of donations).
- In 1987, women made up 57% of the volunteers and men 43%. Today, women are still more likely than men to volunteer – women make up 54% of all today's volunteers and men 46%. However, as in 1987, men contribute more hours than their female counterparts, reporting 160 hours a year compared to 140 hours for women.
- Civic participation is highest among Canadians aged 45 to 54. According to the NSGVP, those who are married are markedly more involved than single people.
- Canadians with higher education are more likely to participate. Almost three-quarters of Canadians with university degrees are civically active the survey found.
- Canadians who provide any one type of support are also more likely to provide other

types of assistance. Volunteers are more likely to make charitable donations than people who don't volunteer, for example. They are also more likely to give help directly to their neighbors and relatives, to belong to organizations and to vote in elections.

For further information, contact the Special Surveys Division at the Canadian Centre for Philanthropy at (613) 951-7326.

Volunteer Centres in Canada

Did you know?

The first Canadian volunteer centre was founded in Montreal in 1937. During the 1960s and 1970s, volunteer activity increased and volunteer centres were established in many urban areas.

A volunteer centre is a not-for-profit organization or program dedicated to advocating for and supporting the needs of volunteers and agencies that require volunteer help. While centres offer several common services, each has a unique mix of programs and services shaped by the needs and resources of the community it serves.

The primary mission of a volunteer centre is to promote and support effective volunteering. It works for two clear constituencies: volunteers and the agencies that engage them. Although many other organizations will contribute to sustaining our national heritage of volunteering through their programs and outreach, volunteer centres represent the broadest membership. It reaches across the not-for-profit and public sectors to include organizations working in human and social services, health care, education, the arts and recreation, regardless of their sources of funding.

The primary services provided by volunteer centres in Canada include:

- promotion of volunteerism
- management consulting on volunteer programs
- recruitment, interviewing, and referral of volunteers to community agencies and organizations
- training of volunteers and managers of volunteers
- advocacy on issues related to volunteerism and volunteer programs

Volunteer centres play a key role in growing volunteerism in Canada. Unfortunately what makes them great—a clear focus on supporting and enabling something that ultimately happens somewhere else—is also their biggest challenge. Individual donors, government funders, even foundation funders are less interested in supporting intermediary services like a volunteer centre than an actual agency or cause. Other 'enabling' organizations, like the United Way or Community Foundations deal in money rather than people and are thereby able to pay their own way before disbursing to community groups. While volunteer centres do something similar by depending very heavily on the work of volunteers to deliver many of their services there is no question that funding is needed to support their infrastructure. Too often, volunteer centres are seen by various funders in the same light as community agencies rather than as an important part of the infrastructure that supports voluntary action.

Volunteer centres in Canada have developed significant expertise in the area of volunteerism. They have tackled a number of major issues by developing programs, doing research, and offering training.

Volunteer centres endeavor to resolve issues that could affect the number of people who are willing or able to volunteer by promoting safe and meaningful volunteer opportunities and by reducing the barriers to involvement.

Volunteer centres across the country are showing active leadership in areas such as youth volunteerism, volunteering vs. paid work in an organized Labor context, risk management, corporate volunteerism, mandatory volunteerism via workfare, community service orders or volunteering-for-credit programs. Volunteer centres respond daily to requests for information and support in the area of volunteerism.

Canada's 7.5 million volunteers, and our 180,000 charities and not-for profits make a difference every day in 5,000 communities across the country. Volunteer centres have an important place in the government and community infrastructure that makes Canada the great country it is.

2001: The International Year of Volunteers

Adapted from "2001: International Year of Volunteers",
United Nations Volunteers, 1998.
www.unv.org/projects/iyv2001/index.html.

Volunteer service has been a part of virtually every civilization and society. It is defined in the broadest terms as the contribution that individuals make as non-profit and non-wage action for the well-being of their neighbor, community or society at large. The concept of volunteering includes local and national volunteer efforts, as well as bilateral and international programs which operate across frontiers. Volunteers have come to play significant roles in the welfare and progress of industrialized and developing countries.



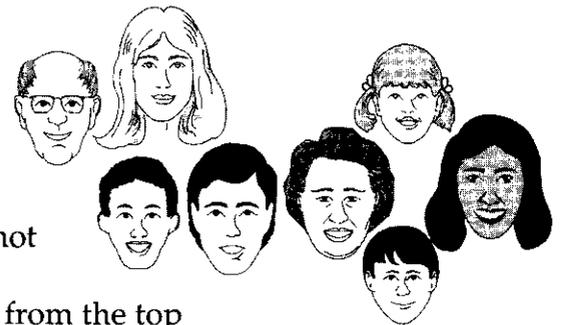
For these reasons, and because the vital contribution of volunteers need to be facilitated and recognized, several major international non-government organizations (NGOs) came up with the idea of naming the year 2001 the International Year of Volunteers (IYV 2001).

As the world enters the 21st century, we need to show that voluntary service is called for more

than ever before to tackle areas of concern in the social, economic, cultural, humanitarian and peace-building fields. The main premise underlying IYV 2001 is that more people are needed to offer their services as volunteers. For this to happen, there is a need for greater recognition and facilitation of volunteer work and greater promotion of such service, drawing upon the best initiatives and efforts – the "best practice" – of volunteers, networked to the greatest effect.

Designating 2001 as the International Year of Volunteers provides a valuable framework and establishes a favorable environment for the growth and more strategic use of volunteer contributions. The need for a full year is necessary to celebrate and take into account the very diverse way in which volunteering is carried out from one country to another and between regions; to give time for ideas to mature and for a shared awareness to be formed; and to ensure that the Year extends beyond governments to touch all sectors of society.

IYV 2001 is intended to mirror one of the key attributes of volunteers – their conviction that the global begins with the local, that economic and social progress is not so much engendered from the top down, but from the locality and the grassroots upward. IYV 2001 will concentrate on the local community, the citizens' group, the village, the inhabitants of the megacity and will not be a world summit on



volunteerism. It will depend greatly on a highly decentralized effort to raise the awareness of societies, nations and the international public concerning the relevance, significance, value and potential of volunteer contributions for the well-being of societies around the globe.

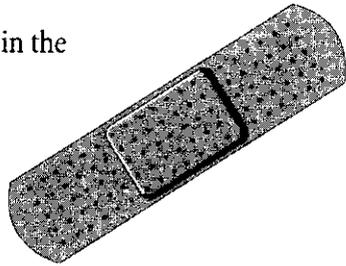
The objectives of IYV 2001 are:

- Increased recognition of the contribution of the voluntary sector to national welfare and advancement.
- Increased facilitation of voluntary action.
- Networking of ideas to exchange the achievements of volunteers, thereby enabling "best practice" and best procedures to be replicated, and avoiding the need for each local community to reinvent the wheel.
- Promotion of voluntary action to encourage volunteerism and to create a climate of public and official opinion more supportive of voluntary action.

Through IYV 2001, volunteer contributions can be made more effective than they already are in countries industrialized, developing and in economic transition. The opening year of the new century and millennium appears to be a most auspicious moment to assess the achievement of the past and to give such action fresh encouragement.

Volunteers in the Canadian Health Sector

Adapted from *Volunteerism in the Canadian Health Sector*, Volunteer Canada, 1998.



Volunteers are an essential component of the Canadian health care system. Currently, more than one million volunteers work with people in their homes, in the community, in long term care facilities and in hospitals. Canadians have a long tradition of volunteering in health care settings. But is volunteering today the same as in the past?

Many people believe that volunteers are different today and that the context in which they work has changed. This is considered to be particularly true in health care settings, given the impact in recent years of factors such as restructuring, downsizing and the increase in community-based care. As volunteers and their workplace have changed, so too has the role of those responsible for managing volunteer resources.

Demands of managers of volunteer resources in health settings:

- Volunteers have high expectations that their own needs will be met

- There is a need for standards of practice for volunteers and managers of volunteer resources
- There is a need for distance education and on-going support to looking for greater variety in ways of volunteering
- Workfare and other forms of mandatory volunteering pose unique challenges in management of volunteer resources
- Many volunteers want volunteer positions to provide skill-building opportunities
- More demanding screening procedures required by many volunteer positions increase the workload of managers of volunteer resources
- It is difficult to meet the support and supervision needs of young volunteers.

Trends and issues affecting volunteers and managers of volunteer resources in health care settings:

- The number of volunteers and the hours contributed to health care organizations have increased over the past five years. As these volunteers have high expectations that their own needs will be met, the demands on managers of volunteer resources are often increased.
- Younger people who are replacing older volunteers in health care organizations are less likely to seek long term commitments. The increasing presence of short term volunteers results in a revolving door of recruitment for managers of volunteer resources—a constant cycle of recruitment, training and



placement. Strategies are needed to recruit volunteers from diverse population groups to work with people with a broad range of needs.

- Strategies are also required to keep volunteers involved. Feeling appreciated and having their participation recognized are key factors for volunteers in their decision to remain with their organizations.
- There are differing views on volunteer-staff relations. Some volunteers feel hostility on the part of staff who are concerned that volunteers are replacing them. Other findings indicate that staff are less fearful now about the potential loss of positions because they appreciate the assistance volunteers provide in the current climate of cutbacks and downsizing.
- Mandatory volunteering has resulted in increased workload for managers of volunteer resources in terms of screening, placement and supervision.

The manager of volunteer resources position is critical to the successful implementation of a volunteer program. Approximately 30% of managers of volunteer resources work less than 10% of their time in management of volunteer resources and of that, only 16% are full-time or nearly full-time managers of volunteer resources. Often, the role of manager of volunteer resources is combined with that of activity or recreation coordinator.

However, managers of volunteer resources are determined to further their profession, to increase recognition for their professional standards of practice, and to have more accessibility to a greater variety of educational opportunities.

Opposite Passions- Volunteering in Arts and Heritage

By Jane Shakespeare Horner, Project Manager, Volunteers in Arts and Heritage, Volunteer Centre of Ottawa-Carleton

There's something new happening in arts and heritage organizations. Instead of depending solely on their members and the people closest to them, many community theatre, visual arts, music and historical organizations are inviting the general public to also get involved. Main stream and ethnic organizations benefit from new skills the volunteers bring while expanding their audiences. The volunteers get the opportunity to pursue their love of the arts or history as they learn new skills and make new contacts.

What do volunteers do with arts and heritage groups?

Volunteers can perform a wide range of activities, including:

- work with teams or committees;
- support cultural programs in schools;
- publicize concerts, plays or shows;
- develop and maintain websites;
- edit newsletters or design layout;
- research historical events;

- provide administrative support such as maintaining mailing lists or welcoming visitors.

Board members are involved as:

- planners;
- policy makers;
- financial and personnel decision makers;
- advocates for arts and heritage issues.

The latest Statistic Canada Report on Volunteerism, *Caring Canadians Involved Canadians*,* says that volunteering in the arts and heritage is increasing. It can provide an incredible opportunity for volunteers to:

- learn the art, theatre, dance, music, history of both main stream and ethnic cultures;
- gain skills in a chosen field;
- make connections within the cultural world.

* *Caring Canadians Involved Canadians*, Highlights of the National Survey, 1997.

Who's involved?

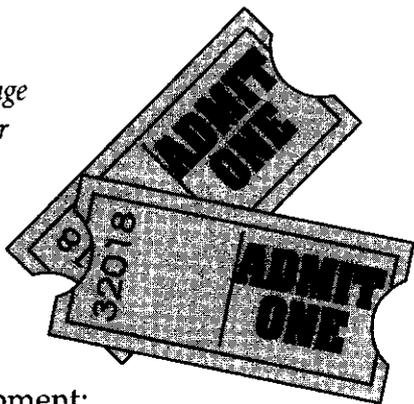
- engineers;
- accountants;
- computer experts;
- history majors;
- art history graduates;
- garage mechanics;

- part-time workers;
- parents at home with children.

What skills are cultural groups looking for?

Many arts and heritage groups are looking for board members with skills such as:

- planning;
- fundraising;
- policy development;
- marketing;
- people with connections with the local business community.



Groups are also looking for volunteers who know how to:

- write, edit, design newsletters;
- market;
- research;
- use the internet;
- co-ordinate events.

For example, Sylvie LeBrun is 35 years old and trained in dress design. She decided to go back to university to take communication studies. In the four months it took to make arrangements to take the course she worked part-time and helped a small arts organization with the design and production of their new brochure. John

Huong, a retired computer specialist, helped a small heritage organization to design their web page and found another volunteer who was willing to maintain it. Susan Brown, at home with small children after seven years as a history teacher, took on a nine month, one-day-a-week research project. The project involved preparing survey questions, conducting a telephone survey and writing up the results for a small cultural organization. Janet Rutherford, a retired civil servant who wanted to maintain her clerical skills, worked at home updating a dance company's mailing list and then assisted with their membership drive.

Most Canadian communities have a wonderful variety of cultural groups that involve volunteers. The smaller the group, the more opportunities. For example, the Regional Municipality of Ottawa-Carleton, with a population of 600,000 people, has approximately 350 community cultural organizations. This number includes 40 dance groups, 34 theatre groups and 60 local museums, historical societies and genealogical societies.

If community cultural groups are not listed with the local volunteer centre, they are often listed with their municipalities.

As usual, when investigating volunteer opportunities, it's a good idea to ask a few questions before plunging in. It helps to find out a little about how they are organized, the kinds of jobs they offer volunteers, the hours involved (day, evening or weekend) and the length of the commitment.

Building Tomorrow's Civil Society Today

In communities across the country, thousands of young people are directing their talents and energy into finding solutions to pressing problems such as violence, prejudice, poverty, and drug abuse. Young people are also active in running recycling projects and environmental clean-ups, helping children learn to read and write, advocating for lower tuition fees, and collecting food and clothing for crisis centres.

Yet youth are still a relatively untapped resource in our communities, perhaps because of a common misconception that teens in today's society are lazy and unmotivated. In fact, the number of youth volunteers is on the rise. According to a report by Volunteer Ontario, the number of Ontarians between the ages of 15 and 24 who volunteer jumped 10 per cent in two years to 25 per cent.

April Jenkinson, Director of Operations for the Ottawa Boys and Girls Club, recognizes the potential of young people to make an impact on the well-being of society. "They are motivated individuals who are interested in making a difference in their communities," she said. And while youth volunteers may require more flexibility with their schedules, their creativity and resourcefulness will benefit any organization. "The biggest benefit to having a teen volunteer is the enthusiasm and fresh ideas they bring with them."

The Vancouver Aquarium is also targeting youth as excellent volunteer resources, aiming

to build future leaders in conservation while providing youth with the opportunity to learn new skills. Child Friendly Calgary, implemented in 1992, is mandated to encourage the participation of children of all ages in their community through various programs. One such program — the Youth Volunteer Corps — resulted in over 200 teens logging 6,000 hours of volunteer work in 1994, allowing the teens to take on new responsibilities, sample different kinds of work, and demonstrate their potential. "Through our volunteer experience, we gained an understanding of how important it is for people to help and understand other people. We feel much better about ourselves," said one Youth Volunteer Corps member.

For young people who face unprecedented pressures as they prepare to make the transition from school to the workplace, volunteer work can be invaluable. Volunteering offers youth the ability to explore different careers, develop or improve specific skills, and secure references for future employment, while meeting new people and taking on new responsibilities.

Youth volunteers are an important resource which should not be overlooked. By encouraging Canadian citizens to give back to their community at an early age, we can help build a strong volunteer corps and vibrant country for the future.

Working With Youth Volunteers

By Louise Elliot, Community Program Coordinator, YMCA-YWCA Career Contact Centre for Youth

Youth are dynamic, energetic, dedicated, informative volunteers. Haven't had this experience? Then your volunteer program is missing a truly wonderful experience. How do I know? Because our volunteer program at the YMCA-YWCA Career Contact Centre for Youth focuses primarily on utilizing youth to serve youth in their employment search and career development. Consider the possibilities:

- Younger volunteers who work long hours to complete a project because doing so is important to meeting personal goals;
- Younger volunteers who are open to constructive criticism and are as concerned as you are about correcting a situation or problem and finding solutions that meet both the individual and organization's needs;
- Younger volunteers who not only complete a review of their volunteer performance through self-awareness and self-assessment but are also able to relate their reflections back to the organization's needs;
- Younger volunteers who are capable and eager to provide feedback to help you do your job better.

Sound impossible, time consuming, and daunting? It is not. You need only ask yourself four simple questions:

1. Why would I want to include young people in my program?

You will need to determine for your own setting and your own program the specific answer to this question. However, utilizing younger volunteers will have the following general advantages:

- It provides an opportunity to shape the next generation of leaders. This is your next generation of adult volunteers, decision makers, and supporters. Involving them when they are younger means that they are already invested supporters of your organization.
- Younger volunteers provide a different perspective from adult volunteers. While they lack the experience of adult volunteers, this enables younger volunteers to stay away from mind sets like, "but, we have always done it this way". How refreshing!
- Younger volunteers possess open minds, ready to absorb new information and ideas.
- Younger people's minds are relatively flexible. They hold fewer preconceptions of the world, are able to accept change easily, and are ready to grow given the opportunity.
- Younger volunteers' boundless enthusiasm and energy is amazing. Often, younger volunteers are a handful BECAUSE they have the energy to run circles around us older folk. OUR challenge, then, is to channel that energy and enthusiasm to benefit our organization.

2. *What do I need to know when working with younger people?*

This question, again, depends on the individual. Some of us have ample experience working with youth; others not as much. Some basic principles, however, do apply regardless of the amount of experience:

- Be aware of any bias you might have toward youth and challenge it. We often hear, "youth are lazy, youth are dangerous" etc. Are these really true or is it just what we have been exposed to? If you sense that general statements like those sum up your knowledge of young people, perhaps volunteering with another agency that works with younger people may be a prudent decision before you actively work with younger people yourself.

- It is OK and good to say "no" to a potential youth volunteer who is unacceptable for your setting or for placements you have available. Too often, we want to help someone even if we think it may be a poor decision. With young people this can be a disastrous mistake both for the agency and the individual. Young people are beginning to learn about their capabilities and limits. As an adult, it is our responsibility to help young people learn about themselves, even if it means saying "no".

- The process or procedures you currently have in place, or the way you currently present orientation and training, may not be targeting and/or be useful to a "youthful" audience. Young people are doers. Any training, presentation, or process that involves sitting in one place or format will be ineffective. Liven it up and play – you'll be amazed how well it will



go over and how much learning takes place.

- Recognize that young people are still learning. Every experience, therefore, is an opportunity to each and to learn.

3. *What changes do I need to make to my existing program?*

No one wants to completely revamp their volunteer program solely because they would like to broaden their program to include younger volunteers. Nor is there any requirement that this happen. The following guidelines should help when reviewing youth current practices in working with volunteers.

- Establish clear expectations.

This can be facilitated through clear position descriptions, orientation, and training.

- Assist in setting goals. Once young people understand what you want, help them set goals to perform their job well. This process can be as simple as asking them to identify three things they want to learn in the next three months (when this goal setting is focused on their job, performance reviews are given an added dimension).

- Set aside time for follow up, and provide an opportunity for learning. Young people will learn better if their experiences are facilitated through discussion. Setting aside time for them to talk about their work (either with you, their supervisor, or an experienced volunteer), can assist them in evaluating their experience from the work they are doing.

- BE accepting of mistakes – they will happen. Instead of solely focusing on what was not performed well, also use mistakes as a learning

tool; as their confidence in their ability increases, their mistakes will decrease.

- Accept young people into the adult world in which your organization operates. Do not isolate youth volunteers into their own program even though this may seem very appealing. This will convey to them that they are (still) not a part of the "real" world. Incorporating them into the "adult world" presents an opportunity for them to learn how to work and behave in the "real" world.

4. Where would I start?

High schools, universities, and colleges all have programs for their students to engage in community work. These may range from completing community service hours to graduate, to practicums and internships, to service learning programs. Notwithstanding the debate over whether these students fall within the definition of "volunteers", utilizing these programs to fit your volunteer program is a good place to start for the Director of Volunteers who would appreciate administrative support and guidance when first placing youth in their organization. Often, these school programs are designed in such a way that an adult is responsible for the young person in the agency's setting. Knowing that there is outside help can be of great comfort should problems arise.

Also, recruiting younger volunteers is made much easier as the ability to target a young person with particular skills is possible. For example, an agency that provides services to teenage mothers may find that monitoring a 3rd or 4th year social work student for six months is of great value not only to the agency, but the clients it serves. An agency that would like to "kick start" its fundraising program may benefit

from a 4th year business administration student. The possibilities are limited only by what is available locally.

Your local volunteer centre may place a particular emphasis on recruiting younger volunteers. If they currently do not, perhaps ask them why not!

Working with youth volunteers should be as rewarding and enjoyable an experience as working with adult volunteers.

The primary keys to forming a positive relationship with your younger volunteers are:

- Respecting the individual
- Setting clear expectations
- Facilitating reflection and learning
- Monitoring

As Ben Franklin wrote . . . "You tell me and I forget, you teach me and I remember, you involve me and I learn."

Youth Volunteer Corps of Canada: Leader of the Youth Service Movement in Canada

By Leslie Evans, Bsc, Executive Director, Youth Volunteer Corps of Canada

Far from apathetic, today's youth have chosen to contribute to society in unconventional ways. The burgeoning Youth Service Movement represents a valuable resource of energy, creativity and commitment, if appropriately recognized and nurtured. (Mosley, 1995)

Youth Service

Youth service is not a new concept. Throughout history, schools, social service organizations, service clubs and religious institutions have utilized youth service as a small component of their programs. For example, in schools, youth who are good students are asked to tutor younger students. In religious institutions, a sense of community and a deeper understanding of the religion are achieved by inviting youth to volunteer their time at various congregational functions or in Sunday school classrooms.

Government have also provided youth with opportunities to serve their country and community. In the United States, the Civilian Conservation Corps of the 1930's, the Peace Corps of the 1960's and AmeriCorps of the 1990's have helped provide employability and life skills training while focusing on service to communities. In Canada, government youth service programs like Katimavik and Youth Service Canada were created for older youth making the transition into the workforce. Currently, both programs offer youth opportunities to work and serve their community while learning about themselves and their work related interests and skills.

An evolution in some youth service programming began in the mid 1980's driven by the recognition that youth are a valuable and necessary community resource. This evolution is marked by a switch in focus from component learning and employment outcomes to programming geared towards teaching young people about community, service and citizenship. Programs that are a part of this new evolution in youth service recognize that young people need to belong, need to be useful to the community in which they live and need to build self-esteem and self confidence (Eberly, 1996).

Committed youth, innovative youth service programs and youth driven organizations have created a resurgence in volunteerism around the world and are responsible for a new wave of social activism called the Youth Service Movement. The movement is the cornerstone for rebuilding our civic structure and our sense of community.

The Youth Volunteer Corps of Canada (YVCC) is the leader of the Youth Service Movement in Canada. The Youth Volunteer Corps (YVC)

model teaches youth about volunteerism and the value of service to their community. The Corps instills in youth a sense of responsibility and ownership. Participating in YVC service projects makes kids feel good about themselves and their role in their communities while building a lifetime ethic of service. Through YVC, youth recognize how they can make a difference in their world by helping out in their own community.

Youth Volunteer Corps of Canada

Initiated in Calgary in 1993, the Youth Volunteer Corps is based on a model which has been expanding in the USA since 1986. As a result of the need for youth service opportunities and the demand for the program across the country, the Youth Volunteer Corps of Canada was established in 1995 by Child Friendly Calgary, and has grown to nine sites across Canada.

The Youth Volunteer Corps is a pro-active youth service program that helps teen volunteers, age 11 to 18 years, develop important citizenship skills and gain a deeper understanding of their role in the community. YVC draws young people from the full socio-economic, geographic, and ethnic breadth of each community and actively involves them in problem-solving through structured, supervised, and meaningful volunteer service. As a team, through reflective activities and discussions, youth learn the value of service to others by realizing their future is intertwined with the health of the community.

The Youth Volunteer Corps transforms youth into potential agents of positive change by offering their services to non-profit organizations. In the process, communities offer youth volunteers an environment in which they

can learn about themselves, determine where they fit into their community, and explore what might be possible for their individual and collective futures.

Partnering with local organizations, YVC is a cost-effective approach to youth service with the flexibility to adapt to individual community needs. In addition, local YVC sites have the benefit of belonging to a larger network of YVC programs in Canada and in the US.

Model Framework

1. Open to all youth

YVC draws its youth from the full breadth of the community. Volunteers require no special skills or backgrounds. At each site, youth work in different teams, meet new people and receive training.

2. Supports and strengthens communities

Providing real and meaningful volunteer opportunities often means that youth will interact and work alongside community members. This provides youth with an opportunity to see themselves as an asset to the community and for the community to recognize the benefit of this valuable resource.

3. Provides youth meaning

YVC is a youth driven organization. A youth advisory council helps to select community service projects that are meaningful, fun and rewarding. All projects help serve other non-profits and their clients.

4. Provides youth insight

At the end of every project the team reflects, through an organized activity, on their experience. Debriefing their experiences provides understanding into how they made a difference.

5. Builds skills

YVC projects are educational and support the youth volunteers in learning within it. Youth volunteers also learn employability skills like teamwork, decision making, problem solving, flexibility, responsibility and adaptability.

6. Provides recognition

All service projects conclude with a celebration. Kids deserve to be recognized for a job well done.

7. Flexibility

Youth volunteers sign up for projects that interest them or that they have the time to complete. There is no minimum time commitment required to join.

8. Instills a life long commitment to service

Kids who learn service today will live service tomorrow.

Conclusion

Throughout history, youth service has been offered as a small component in youth programming or by governments as employment training or transition programs. In the mid 80's, an evolution in youth service programming took place with the emergence of

the organizations and innovative programs focused exclusively on youth service. This evolution created a resurgence in youth volunteerism and began the Youth Service Movement.

The Youth Volunteer Corps of Canada's innovative model for youth service leads the Youth Service Movement in Canada. The Youth Volunteer Corps makes it possible for youth to be seen and to see themselves as valuable community resources.

The Youth Volunteer Corps Experience

The following are testimonials from youth who currently serve in the Youth Volunteer Corps. They speak on the power of the Youth Service Movement and the value of the Youth Volunteer Corps of Canada.

"I first heard about the volunteer opportunities at the Children's Rehabilitation Centre through the Youth Volunteer Corps of St. John's. The program that my team participated in was designed to help six children with Cerebral Palsy (CP), adapt to an educational setting for their quickly approaching first year of school. Each day I was assigned to a special boy or girl that I would assist that day. I would help him or her sit comfortably on a mat during sing-a-longs, coloring sessions or various games. I would hold their frail, slender arms as we drew shapes in the air or waved magic wands. I would guide a glue stick around construction paper shapes that would eventually find their way to divine collages of stunning colors. I felt an unyielding sense of satisfaction as we drew figures in pudding, went on macaroni treasure hunts and ventured into jars of finger paint. In each child I could see purity and sincerity radiate from their eyes. Seeing their looks of sheer unwavering trust, a smile curved across my face that was as permanent as an etch in stone. The experience as a whole has left me with one conclusion: helping them, helped me."

Pam Rana, a grade 12 youth, St. John's Newfoundland

"Over the course of the past few years, I have had the opportunity to volunteer with various worthwhile community projects organized by the Youth Volunteer Corps. A few of the most memorable activities I was involved in included volunteering with the elderly at a nursing home, helping out at the Dr. Vernon Fanning Centre, and befriending a woman

living with MS by bowling with her on a weekly basis one summer.

By volunteering with the disabled, I learned of the struggles and suffering many individuals endure everyday of their lives and the persistence they have. By volunteering, I gained insights about life which have been very beneficial in the past and present. I know the positive characteristics I gained will last a life time.

Volunteering with Youth Volunteer Corps served as the launch pad for giving me the motivation to pursue volunteer activities on my own, at school and in the community. The personal satisfaction you feel knowing that you made a difference in someone else's life is, by far, the greatest reward. As well, volunteering has helped me to develop the life skills needed to be successful in our complex world, such as leadership and communication skills.

YVC provides the ideal opportunity for youth to make a difference in their communities and see the benefits of their efforts. The youth volunteers, team leaders, and staff at YVC are devoted to making the world a better place for everyone. There is no gift as beneficial as providing tomorrow's leaders with the opportunity to use their creative energy and desire to change the world in such a positive way."

Heather Cathro, age 16, YVC Calgary, Alberta

☆ On the Flip Side

"Volunteer programs do not work spontaneously, but require someone to devote the care and attention required for fitting together a complex system matching the needs of the agency with the needs of the community."

- McCurley and Lynch, *Essential Volunteer Management*

Just as there is a large cost associated with hiring and training new staff in private industry, there are significant costs attached to recruiting and training new volunteers. Volunteers in any organization, like employees working for any business, have specific skills, interests, and considerations that need to be taken into account when duties and tasks are assigned.

Managers of volunteers must fill the shoes of many professionals: administrator, teacher, program planner, human resources manager, policy analyst, and psychologist. A day in the life of any manager of volunteers can include job development, orientation, interviewing, screening, scheduling, training, supervision, evaluation, and recognition. Managers of volunteers must also possess a unique ability to 'read' their volunteers and understand what motivates them to help out.

Yet managers of volunteers are virtually unknown and unappreciated in Canada. Without these managers, volunteers can become dissatisfied with their work, resulting in a high turnover rate, unfilled positions, and underdeveloped programs. And, despite higher expectations to place an increasing number of volunteers with more demands, managers of volunteers are facing reduced budgets and in some cases, job instability.

Mimi Roy, Director of Volunteer Programs at the Sisters of Charity in Ottawa, is one of the lucky ones. She has held the position at this chronic care facility for 16 years. Roy not only manages 550 volunteers, ranging from teens to retirees, she also conceives, directs, and manages numerous programs which involve volunteers in all areas of the facility, from recreational activities and pastoral support to escorting patients to external appointments.

For Roy, volunteers are valuable members of a team, and she works hard to ensure that good relationships between volunteers and paid staff remain amicable. She notes that her biggest challenge, however, is to provide volunteers with opportunities that allow them to gain a sense of accomplishment and improve their skills.

Pam Smith, Executive Assistant at the Ottawa Food Bank, agrees. "The biggest challenge that we face would be to find meaningful work for our volunteers to do"—not an easy task for an organization that relies on the support of hundreds of volunteers for their food drives. On these occasions, volunteers must be recruited to help collect, sort, and distribute massive amounts of food. Smith appreciates the hard work and dedication of the volunteers. "Being a nonprofit organization, we would be unable to get by without (them)," she says.

Managers of volunteers must understand this harsh reality of the voluntary sector. Without the resources to pay people to provide necessary and essential services, managers of volunteers must use their instincts and know-how to understand and recognize the efforts of their volunteers - and keep them coming back for more.

Ten Reasons for Engaging an Administrator of Volunteer Resources (AVR)

Based on a report written by The Ontario Association for Volunteer Administration (OAVA), May 1998. *Impact* — a discussion paper on the impact of the absence of an Administrator of Volunteer Resources. Reprinted with permission.

Enhanced quality of volunteer services

In order to be truly effective, volunteer resources must be appropriately administered. Volunteer performance, as well as the consistency and quality of service to clients is greatly improved when: needs are assessed; roles are clearly defined; the volunteer is appropriately matched to the position(s) available; ongoing communication and support exist; there are policies and procedures in place; volunteers are recognized for their efforts; quality assurance mechanisms are applied.

Enhanced service delivery levels

The effective recruitment, training and placement of volunteers enable increased service delivery to clients. Specifically recruited, well-screened and well-trained volunteers complement the efforts of staff in reinforcing, follow-up and assistive measures. Qualified volunteers may be a vital link between service providers and the many hundreds of thousands of clients with whom they cannot be in regular contact.

Reduced risk

The AVR is directly responsible for implementing screening and placement policies which protect the clients, organization and volunteers themselves from risk. A critical function of volunteer management is to ensure that the vulnerabilities of both clients and volunteers are considered, and that every conceivable, reasonable action is taken to prevent either party from coming to harm, prior to matching.

Reduced potential liability

The threat and severity of potential liability are greatly reduced when the organization has a mechanism to ensure volunteers are well trained, supervised and supported, and clearly understand their responsibilities and limitations of service/client contact. The recruitment of board/governance volunteers is less difficult when personal and organizational liability is reduced through risk management policies and procedures. The AVR is accountable for several measurements of due diligence in regard to volunteer services and programming.

Service coordination

The AVR is often in the unique and important position of bringing people and programs together. Administrators of Volunteer Resources are often the link to other services/service providers both internally and externally. It is most often the AVR who is aware of all organizational services, needs and volunteer opportunities. This bridging effect has the capacity to reduce duplication and identify service gaps.

Community voice

Volunteer activity is a reasonable quantitative and qualitative measure of the community's support for the organization. Coordinated resources and well-organized voluntary efforts ensure that services are both responsive to and reflective of the community. Increased volunteer activity and understanding of organizational services/priorities has the potential to increase funding and other kinds of community support.

Volunteer satisfaction

Volunteers who are satisfied with their placement will not only remain active longer, and demonstrate superior services, but will be effective recruiters for the organization and volunteer movement generally. In their desire to feel "satisfied" and effective, volunteers look for: placements that meet their needs and schedules; placement-specific training; ongoing training; contact with their supervisor; opportunities to share their concerns/ideas; occasions to use their skills appropriately; placements which contribute to the well-being of the agency/clients; meaningful recognition.

Support to staff

Volunteer/Staff relations are significantly healthier when a professional AVR serves as the conduit to understanding and cooperation. Organizational staffs rarely comprehend the complexities of effectively working with volunteers and often feel threatened by volunteer involvement in their service areas. With an AVR to help clarify volunteer-related issues, training practices and boundaries, and to resolve conflict/confusion, organizational staff are more apt to feel supported and able to dedicate their attention to their area of specific expertise.

Specific skills/responsibilities

The duties, responsibilities and accountabilities of Administrators of Volunteer Resources include: program planning; system development/maintenance; record-keeping; marketing volunteer resources; staffing volunteer services; screening and training volunteers and, occasionally, staff; supervision of staff and volunteers; motivation and recognition; interfacing with other organizational staff; program and systems administration; financial management; public relations; community relations; and ongoing professional development. Rarely are other organizational staff positioned to assimilate this unique variety of skill sets and performance targets into their current workloads.

Community development

The effective management and promotion of voluntary action help facilitate community growth. Collaboration, interaction and social

responsiveness are fostered through the success of individual and collective volunteer programs. The AVR helps a community focus on its capacities to resolve social problems, rather than on its deficiencies. The AVR who recognizes this is an agent of community development, furthering core Canadian values of reciprocity, compassion, and diversity. In doing so, the effective AVR helps equalize the spirits and value of community contributions made by both service providers and recipients.

The Ontario Association for Volunteer Administration (OAVA) is Ontario's provincial professional development organization for managers of volunteers. OAVA has recently merged with the Ontario Directors of Volunteers in Healthcare (ODVH) to form PAVR-O, the Professional Administrators of Volunteer Resources-Ontario.

How to Thank Volunteers

By Bruce Raymond, *How to Thank Volunteers*, Canadian Fundraiser, December 23, 1996. Reprinted with permission from the author.

Many people, even volunteers themselves, forget that just because a volunteer doesn't receive any coin for the realm in return for the time he/she donates, it doesn't follow that the donated time has no real value nor that the person donating that time can be treated as "free Labor" to whom normal business and personal courtesies need not be extended. This consideration becomes critically important in the area of thanking volunteers after their work is done.

But how to thank them? Should volunteers receive tangible expressions of gratitude, such as a plaque to hang on the wall, or should they simply be given a warm handshake? Should there be grades of acknowledgment linked to individual performances? Does competing for rank and a "better prize" not somehow diminish the sense of satisfaction for those volunteers who aren't at the top of the list? Why should a publicly, well-known volunteer get a testimonial dinner thrown in his/her honor while a less-known volunteer who has worked just as hard is virtually ignored? From time to time, everyone wants to receive a pat on the back. God knows that most people go through their entire life with very few opportunities to be singled out in front of others and credited for something they have done.

Now it is true that looking for credit can sometimes get out of hand. Mahatma Ghandi advised his grand-daughter, "There are two kinds of people: those who do the work and those who take the credit. Try to be in the first group – those who do the work; there's less competition there". Notwithstanding that undoubtedly sound advice, let's try to find out what volunteers themselves expect.

A short while ago, a Canadian journalist came up with the idea of giving tax credits for volunteer work – on the surface not a bad idea but an opportunity for scam-artists to cheat the tax man!

More to the point is a list compiled by The Toronto Volunteer Centre of those items which volunteers most want as tokens of recognition. Eighty-one percent of all polled volunteers want a discount on memberships. Over eighty percent look upon volunteerism as career training, and would like to receive a diploma of some sort.

Some more statistics are even more interesting and revealing: seventy percent like volunteer lunches, sixty percent like to have a private lunch with the paid hand with whom they work as volunteers. Over fifty percent want a personalized gift item, such as an Award pin, although almost as many of the canvassed volunteers would be just as happy with a certificate.

Regardless of what motivated us to go into a volunteer situation, when we come out of that situation, we want to be thanked – one way or another. Volunteers and those who work with volunteers forget that at their peril, and risk bringing down on their heads a heap of unnecessary resentment from volunteers who feel that they have been taken for granted.

“Any Job, Big or Small”

A natural disaster can be a humbling experience for any community. The havoc a major storm can wreak often means months of physical labor to repair damages and restore things to



normal. But as many residents across the country know, a community can only really be rebuilt with the help of volunteers.

Within a nine-month span, residents of Central

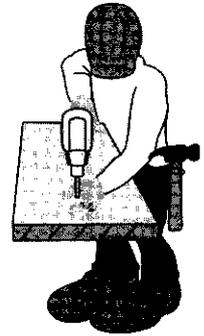
Canada encountered two natural catastrophes which brought local economies and countless lives to a temporary halt. The ice storms in Eastern Ontario and Western Quebec left millions of Canadians out in the cold — forced to abandon their homes, their comfort, and their security indefinitely. Only months before, the Red River flood in Manitoba resulted in the destruction of homes and businesses, and for area farmers, it meant the end of a way of life.

But amid all the ruin, a new way of life for these torn communities emerged. Massive clean-ups were organized and carried out by volunteers across the country — streets were cleared, firewood and generators were delivered, food and clothing were donated, sandbags were filled, shelters were provided, shoulders to lean on were offered.

“Any job, big or small, we do them all. That was

our motto when we were there, and that’s what we did,” said Betty Vink, a volunteer from Stratford, Ontario who traveled to Manitoba to help with the clean-up after the flood. This attitude demonstrates the vital role volunteerism plays not only in making Canadians stronger, but in keeping this country together.

Businesses also did their part to rebuild the community by offering money and in-kind donations. Home Depot, which had planned to open a new store in Winnipeg before the flood, contributed to the Red Cross to help with clean-up efforts. “We will soon be part of the neighbourhood in Winnipeg, and as neighbors, we want to give our support to the community,” said Annette Verschuren, President of Home Depot Canada.



Volunteers could not possibly have been prepared for what they encountered when they selflessly came to the aid of their fellow Canadians. But weeks of hard labor, a bit of neighbourly love, and thousands of helping hands later, the areas devastated by the wrath of Mother Nature once again found a sense of normalcy and peace. And whether we experienced this community-building first-hand or not, all citizens of this country are a little better for it.

More Than a Product

Ron Olson, Manager of Insurance and Projects for Canadian Hunter Exploration Ltd. is uncomfortable talking about his corporation's philanthropic efforts. He explains that Canadian Hunter's reasons behind sponsoring and donating to various organizations is not to get publicity, but to give back to the community. "It is important for us that we can look in the mirror and see a good corporate citizen," he says.

An increasing number of corporations and businesses across the country have joined the growing trend of giving back to the communities in which they do business. Corporate donations, sponsorships, and secondments have all become part of a days' work for an overwhelming number of businesses that are taking personal responsibility to ensure the health and well-being of society.

In fact, corporate managers give a number of reasons why their firms donate to charity: to act as good corporate citizens; to improve the living and working environments of the communities in which they do business; to satisfy the wishes of corporate officers who are interested in specific causes.

Yet, a working paper by Canadian Policy Research Networks Inc. — a nonprofit research organization that works to lead public debate on social and economic issues — notes that today's corporate managers cannot ignore the fact that philanthropic activities significantly enhance their corporate image. And, despite their good intentions, many corporations are

becoming more concerned about the public relations benefits that donations can bring.

According to a recent Conference Board of Canada report on corporate community investment, increased media attention on the role that corporations play in society has brought responsibility and reputation management to the forefront of all issues facing business today. "Companies recognize that reputation matters — that a company's name may be one of the most valuable and lasting assets it has," says Janet Rostami, author of the report.

Consumers, too, are actively getting involved in corporations' philanthropy. A groundbreaking study in 1995 by Market Vision 2000 that tracked consumer attitudes towards corporations operating in Canada reveals that while a growing number of consumers will seek out and support those companies they deem socially responsible, they will also punish firms perceived as socially irresponsible by boycotting their products.

Naturally, this new breed of consumer has forced many corporations to take a good, long look in the mirror — as Canadian Hunter has already done — and show the community they are more than a product.

3-D Vision: A Story of Inspiration and Determination

By Cam Tait*

Every Thursday morning around 10, I am reminded the importance of giving our time to others. And I humbly realize volunteers have enabled me to tell the story of their work.

I write a weekly column that appears every Sunday in the Edmonton Journal on volunteers. They may be corporate executives, housewives, young people, senior citizens and unemployed people.

But they all have the same common denominator: they want to help make things a little better in our community. I invite them for coffee every Thursday morning and do an interview on their volunteer work.

And they do so in many different fashions. Fund raising, visiting, phoning blood donors with reminders from the Red Cross, helping with summer festivals and many others. I know. In fact, volunteers have given me the life I very much enjoy today.

When I was born almost 40 years ago I went without oxygen for 18 minutes. I only was breathing on my own for a few minutes before I quit again.

I didn't breath completely on my own until I was 45 minutes old. From then on I was fine.

But there were complications because of my lack of oxygen: the motor control area of my brain. When I was 11 months old my folks were told I have cerebral palsy, a disability caused at birth.

As a small child, my parents told me that I couldn't sit up. I drooled. My head went from side to side. I made noises, but couldn't talk.

Then, in 1964, my uncle called my folks from New Jersey. He had heard about a program for brain injured kids that was doing wonders. The method was simple: exercises would train the damaged brain cells to take over and do the work of the damaged brain cells.

We went to the Institute for the Achievement of Human Potential in Philadelphia 18 times over five years. The medical staff would evaluate me and then tell my folks what had to be done back at home.

The main exercise was called a pattern. I would lie face down on a table and four people would put me through the motions of a baby crawling, something I did not do.

A person turned my head, two people moved my arms and legs and one person controlled my feet.

We did patterns. Five minutes each. Eight times a day. Three-hundred-and-sixty-five days a year.

And this is where I learned about volunteers.

People from the community came to help us. We did patterns hourly throughout the day and a new set of four people would come in to help my mother.

In fact, at one time, we had 116 people coming into our home on a weekly basis.

Some volunteers didn't do patterns. They helped me with hand exercises or made equipment for me.

After a few months of the program my folks noticed I stopped drooling. A little later my head wasn't so wobbly.

A few years after my folks and I did something one Sunday afternoon that most doctors said would never happen - the three of us walked down the driveway together, hand in hand. That was 30 years ago.

In August of 1998 I celebrate 19 years with The Edmonton Journal. I write four columns a week: three on community events and one specifically on volunteers.

My wife Joan and I have one son Darren.

Life is good. Life is vibrant. But without the commitment and efforts of many volunteers in west Edmonton during the late 1960s my life wouldn't be what is today.

It's been said what goes around comes around. So every time I write a volunteer profile I take a minute and stop to think of the people who helped me.

And how they've given me a wonderful life.

**Cam Tait does motivational speaking. His 3D Vision presentation focuses of DREAMS, DETERMINATION and how to DIVERSIFY. For more information call 1-403-916-5593 or visit <http://www.camtait.com> on the Internet.*

Volunteer Horoscopes

Courtesy of Centre de bénévolat de la Rive Sud.



Capricorn: December 22 to January 20

The earth sign, you are the balance between excess and idleness! For you life should be lived fully, with equality and justice for all. Love is what makes the world go round and as a volunteer that is what you advocate. The world would be a better place with Capricorns at the helm...

Volunteer Guide: active listening, citizen advocacy, tutoring. Just a few ideas to get you going. There are many other volunteer opportunities out there, go for it!



Aquarius: January 21 to February 19

You are a breath of fresh air! Any volunteer organization would be privileged to accept your services. You are one of a kind... You want to improve the world. You are a free spirit. You accept everyone at face value. You like to be by yourself, but when you are with people, you're the life of the party!

Volunteer Guide: teaching/tutoring, organizing special events, fundraising are some activities that would suite you but explore other avenues.

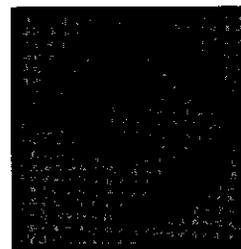
There is so much more!



Pisces: February 20 to March 20

You are a dreamer, an idealist. You dream of a perfect world where everyone is happy. You believe in people and you are willing to fight for their rights. You are a born scholar and you love to share your knowledge with others... As a volunteer you are a good listener and never judgmental. You are often on another planet... Earth calling Pisces! You are desperately needed!

Volunteer Guide: writing newsletters, tutoring kids, teaching a language are some of the activities you could do, but there are many more volunteer opportunities out there, give it a try!



Aries: March 21 to April 20

Will-o'-the-wisp, the Ram arrives in the spring and love is in the air! Burning with energy, impulsive, creative, being near you is forever summertime! With your friends, you enjoy being the leader of the pack... You are a good talker and often surprise people with your philosophical and sometimes utopian ideas... Volunteerism is part of your life! You enjoy helping people and they often turn to you for advice. Wherever you help out, there will never be a dull moment when you are around!

Volunteer Guide: children, teens, active listening, animating support groups, friendly

visits to an elderly person, tutoring. These are just a few ideas, feel free to explore other opportunities since whatever you undertake will be successful!



*Taurus: April 21 to
May 20*

Dynamism is your middle name! Always ready to lend a hand, your friends can

depend on you – you will never let them down! Nothing is too difficult or time-consuming, you are the ultimate volunteer! You rarely say no... Busy, busy, you are involved completely. Life for you is a big bowl of cherries and you will see to it that everyone gets their share!

Volunteer Guide: hospital work, friendly visits to elderly, tutoring. These are only some of many!



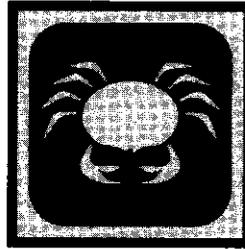
*Gemini: May 21 to
June 21*

Both of you are as different as night and day! One minute you are the quiet, silent

type... the next, a great communicator, teacher, actor, volunteer... when we can catch you, that is! Your friends have learned to see you on the run! People want to be around you... take a number please! Your volunteer work is as varied as your personalities! The word 'boredom' is not in your vocabulary.

Volunteer Guide: tutoring, arts & crafts, animating activities, active listening. These activities are only suggestions, you can surely

find many more to keep you occupied!



*Cancer: June 21 to
July 22*

Water sign, clear and pure with a heart of gold. You are always ready to help a good cause. Very artistic, your imagination has no limit! The world is your oyster and you are here to make sure everybody is happy and content... volunteering is like breathing, you can't live without it. The world needs you!

Volunteer Guide: organizing activities, fundraising, teaching. You can explore other activities too, these are just to give you an idea, the rest is up to you!



*Leo: July 23 to
August 23*

Fire sign, born in the hottest month of summer, you are consumed with a zest for life!

A born leader, as a volunteer you want to save the world and probably will succeed! When in need, people turn to you for advice and help – they know you are the king!

Volunteer Guide: children, tutoring, hospital work, visiting the elderly, organizing activities, writing. Do not hesitate to explore other areas, you are just getting started!

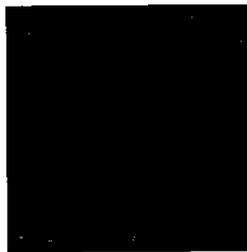


*Virgo: August 24 to
September 22*

Ethereal and so bewitching, you cast a spell on everyone who approaches you. Your

talents are limitless, but you are never too busy to volunteer your services. The only problem is that everybody wants you, and you never say no – you know there is enough of you to go around!

Volunteer Guide: tutoring, animation, friendly visits, organizing activities. These are only ideas, you can find many more on your own!

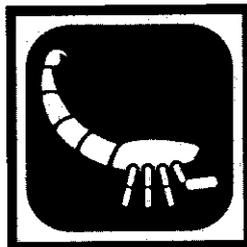


*Libra: September 23 to
October 23*

Equilibrium is your middle name – you can juggle work, play, love and volunteering!

You know how to balance your activities without missing a beat. People appreciate your help because you are so supportive and non-judgmental. You are a great defender of lost causes and you will surely win them all!

Volunteer Guide: hospitals, schools, office work, fundraising, sports activities are some of the areas where you could help, there are many more, explore!



*Scorpio: October 24 to
November 22*

Lucidity, valor, honor, tenacity. When there is an

impossible job to get done, guess who gets a call... You are before your time, you are a doer – you do not watch the world go by, on the contrary. It can't keep up with you.

Volunteering is second nature to you. What would the world do without you to keep it on its toes?

Volunteer Guide: organization, fundraising, tutoring, arts & culture. These are just a few ideas to get you started – with your imagination, you will surely find many more!



*Sagittarius: November
23 to December 21*

You are like the fires that burn at the centre of the earth... Passionate and

idealistic, you want to make the world a better place... You are a mind reader – you know when your help is needed. Volunteering for you is as natural as breathing.

Volunteer Guide: active listening, helping youth, tutoring, arts & crafts are areas you could explore, but you could find many other interesting volunteer opportunities to suit your moods!

Volunteer Awards

A very important, yet sometimes forgotten, aspect of volunteerism is appreciation of the volunteer for a job well done. A volunteer, no matter what age or what work experience he or she might have, is apt to devote more of his or her time if they feel valued. Fortunately, most people are aware of this and make a valiant effort to ensure volunteers' work is recognized. There are personal tokens of appreciation that may be given to volunteers: a simple heart-felt verbal 'thank you'; a material 'thank you' in the form of a certificate, a card, a gift or gift package; a medal or of course the monetary 'thank you'. The value of these awards is priceless, because in the end, the winner is not only the devoted individual, but also the community as a whole.

There are many awards given each year in different areas of volunteerism. The following documentation provides you with some samples. For more information on what is available in your community, contact your local volunteer centre.

National Awards

The Caring Canadian Award

This award is intended for an individual whose unpaid, behind-the-scenes voluntary contribution provides extraordinary help or care to families or groups in the community over a long period of time. The award recipients will normally not have been previously recognized by a federal or provincial award or honor. There is no age requirement for this award—youth

candidates are particularly welcome. Anyone may submit a nomination. There is no deadline date for nominations and awards are announced on an ongoing basis. For further information and nomination forms, please contact the Chancellery at Government House (1-800-465-6890).

The Flare Magazine Volunteer Award

The Flare Volunteer Awards were established in 1997. Five awards are presented annually to Canadian women between the ages of 18 and 39 whose volunteer service in the field of social services, health, arts, culture, education, environment or citizenship have made a significant contribution to the welfare of others by addressing needs in their community. For more information about the awards or to find out how you can nominate someone, contact Hazel Picco at Flare Magazine in Toronto at (416) 544-0275.

Telecom Group Volunteer Scholarship

Formerly 'Youth Can – Volunteer Scholarship Program – Helping Students who are Helping Others', this award is intended to assist and honor high school students who have demonstrated meritorious volunteerism in their communities. Candidates will have typically invested in their communities by directly giving of their time to address social needs – for instance, among the elderly, the ill or handicapped, the environment, the arts or other areas as dictated by the needs of the community. The scholarships are open to all students from across Canada who are in their graduating year of high school. Each scholarship consists of \$500 a year over a three year period (total of \$1500) towards tuition at an accredited university or college in Canada. Twelve (12) scholarships

were awarded for 1998. For further information or to obtain an application form, please call 1-888-309-6644.

Imagine "New Spirit of Community" Partnership Awards

Imagine, an initiative of the Canadian Centre for Philanthropy, is a national program promoting corporate and public giving, volunteering and support in the community. Imagine has over 400 business partners, and 1,200 Community Partners and is a co-sponsor with the Globe and Mail (Canada's national newspaper) of the "New Spirit of Community" Partnership Awards. The Awards recognize and showcase leading examples of business/community partnerships that creatively provide services to those in need and ensure the social and cultural vitality of Canadian communities. Any company or voluntary/non-profit agency operating in Canada may apply. To request an application form for yourself or to nominate a partnership, contact the Canadian Centre for Philanthropy at (416) 597-2293.

Canada Trust - Scholarships for Outstanding Community Leadership

The Canada Trust Scholarships for Outstanding Community Leadership honor young Canadians who have demonstrated outstanding and consistent caring for the improvement of the community around them. Eligible students will have identified a significant need in the community, for instance among fellow young people, the elderly, the sick, the disabled, the environment, the arts or other relevant areas. Each scholarship consists of full tuition for up to four years of undergraduate study at any accredited university or college in Canada; \$3,500 a year toward living expenses for up to

four years while attending university or college; and a guaranteed offer of summer employment at Canada Trust during the years of the scholarship. Up to 60 runners-up receive \$500 award and a Canada Trust Certificate of Merit for Outstanding Community Leadership. Students across Canada who are now in their final year of high school (or final year of CEGEP) who have demonstrated leadership in their school community or community at large and who have the academic skills to successfully enter and complete college or university are eligible. For inquiries, or to obtain application forms, contact Canada Trust at 1-800-308-8306 or e-mail them at ctmailbox@canadatrust.com.

The Peter F. Drucker Award for Canadian Nonprofit Innovation

It is the vision of the Peter F. Drucker Canadian Foundation to find the innovators, whether small or large, to recognize and celebrate their example, and to inspire others. The Foundation endeavors to fulfill this vision by calling attention to the worthwhile, innovative and essential contributions made to society by nonprofit organizations throughout Canada through the annual Peter F. Drucker Award for Canadian Nonprofit Innovation. Innovative ideas need to possess resolve, imagination, and groundbreaking new thought. The ideas also need to be measurable and transferable to the experiences of other nonprofits in the field. Innovation at a nonprofit level should be shared and benchmarked in order to create an overall well being of society. Since 1993 the stories from applicants for the Drucker Award in Canada have proven that innovation can be a powerful tool in the betterment of people's lives. For more information, please contact the Drucker Foundation at (519) 660-2943.

Provincial Awards

Manitoba

The Premier's Office, in cooperation with the Volunteer Centre of Winnipeg, established this award to honor the efforts and dedication of outstanding volunteers in Manitoba and to recognize and encourage the valuable services performed by volunteers throughout the province. There are three award categories:

Individual Volunteers —presented to five exceptional individual volunteers whose efforts have contributed significantly to the quality of life in their communities.

Youth —the youth leadership category recognizes young Manitobans (under 25) who have made considerable contributions to their schools, organizations and communities through volunteer work. The young volunteers serve as role models, encouraging other young people to give of themselves for the betterment of the community.

Community Groups —this award has been expanded to include voluntary organizations. It will be presented to three community groups that have improved the quality of life in Manitoba through extraordinary collective volunteer efforts of their members.

These awards consist of a presentation gift and a lapel pin, presented by the Premier. Candidates of all ages who volunteer in Manitoba are eligible. For more information on the 1999 award, contact the Premier's Volunteer Service Award's information line at 1-800-282-8069 or at (204) 945-0906 in Winnipeg.

Royal Bank Local Hero Award: Manitobans, Helping Manitobans

Royal Bank invites individuals, community groups, voluntary organizations and corporate volunteers to submit nominations for the Royal Bank Local Hero Awards in Manitoba.

This award recognizes the extraordinary way ordinary Manitobans rally together to help each other. The Royal Bank Local Hero Award is given annually to an individual or community that shows a similar kind of leadership in helping a neighbor in crisis. The award consists of a commemorative plaque accompanied by a five thousand dollar (\$5,000) donation to a registered charity of the recipient's choice. For more information, please contact the Royal Bank Local Hero Award at the Volunteer Centre of Winnipeg at (204) 477-5180.

The Volunteer Award for Manitoba Business

This award recognizes how vital corporate support is to the program and activities of non-profit and charitable organizations. It is presented to businesses that encourage employee volunteerism and are innovative in their use of resources (time, funds, people etc.) towards a project. For more information, contact the Volunteer Centre of Winnipeg at (204) 477-5180.

The Golden Hand for Manitoba Media

For this award entries are submitted by non-profit or charitable organizations who have benefited from the efforts of Manitoba's media, whose contribution is vital in the promotion of volunteerism. Staff of freelancers of both print and electronic media are eligible for the nomination. For more information, contact the Volunteer Centre of Winnipeg at (204) 477-5180.

The Mayor's Volunteer Service Award

From the early days as a Hudson's Bay Company trading post (Fort Garry) in 1870, with a population of 215 persons, Winnipeg has been well known throughout Canada for the extent and dedication of its many volunteer organizations. The Mayor's Volunteer Service Award was created in 1984 to honor those agencies or organizations which have made outstanding contributions to their city through volunteer service and to focus public attention on these remarkable and innovative volunteer efforts.

The awards, which are the result of a cooperative effort between the Office of the Mayor and the Volunteer Centre of Winnipeg, will be presented at the Centre's Annual Volunteer Awards Luncheon. For more information, contact the Volunteer Centre of Winnipeg at (204) 477-5180.

Ontario

The Caring Communities Award

This award is designed to support communities where people feel and act out a sense of belonging and responsibility for each other. The Caring Community Award is open to all self-defined communities across Ontario. However, it is not open to individual organizations or single projects. Applicants must show how their communities involve many sectors, such as schools, businesses, healthcare providers, voluntary organizations etc. They should also show that they are active - and successful - in a combination of more than one area of community concern, such as economic, health, environmental, youth related areas etc. The criteria to fill to be eligible for this award are very specific but the reward is reaping. The

Caring Communities Award consists of financial assistance, community development assistance as well as promotional assistance. For more information and to see if your group qualifies for the award, contact the Trillium Foundation by phone at 1-800-263-2887, by e-mail at caring@trilliumfoundation.org, or by visiting their web site at www.trilliumfoundation.org.

The Ontario Volunteer Service Awards

Volunteerism is a valued tradition in Ontario. Since 1984, the Government of Ontario, through the Ontario Volunteer Service Awards, has recognized volunteers from the citizenship and culture sectors for the many hours of service they have contributed to community organizations. The Volunteer Service Awards are the government's way of thanking volunteers for the many hours of volunteer work they contribute to their communities. The awards recognize continuous years of volunteer dedication given by individuals to an agency. Adults are honored for five, 10, 15, 20 or 25 consecutive years of volunteer work, and youth volunteers (24 years and under) for two or more years. The Ontario Volunteer Service Awards are intended to acknowledge 'time' contributed on a voluntary basis. Separate programs - the Outstanding Achievement Awards for Volunteering in Ontario and the Ontario Medal for Young Volunteers - honor commendable acts of citizenship, benevolence or exemplary acts of volunteerism in the community. For more information, contact the Ministry of Citizenship, Culture and Recreation field office in your area.

The Ontario Medal for Young Volunteers

In order to recognize the outstanding achievements of young volunteers, the Ontario Government has established the Ontario Medal

for Young Volunteers program. Each year, up to 10 young people between the ages of 15 and 24 are selected from across Ontario to receive a uniquely designed medal for distinguished volunteer services. If you reside in Ontario, are between the age of 15 and 24, contribute significant volunteering time, demonstrate leadership, and are an inspiration to others wanting to make a difference, you may qualify for this award. For more information, contact the Ministry of Citizenship, Culture and Recreation field office in your area.

The Outstanding Achievement Awards for Voluntarism in Ontario

For more than a decade, the Outstanding Achievement Awards for Voluntarism in Ontario have annually honored 15 volunteers from citizenship and culture sectors for superlative contribution to their communities. The awards are intended to celebrate the drive of those who have significantly contributed to the fabric of our society through a variety of volunteer-related endeavours. The contributions of the 15 recipients serve to touch and inspire others by the examples they set for everyone.

The Outstanding Achievement Awards for Voluntarism in Ontario

These awards are presented to individuals, groups and businesses that have made lasting and meaningful contributions to the volunteer activities of: community; non-profit organizations; co-operatives; boards; commissions; businesses; government ministries that directly recruit volunteers; arts/educational/correctional institutions and schools; municipalities; long-term care facilities and hospitals.

The awards were developed to provide the voluntary sector with the very best examples of leadership, innovation and creativity at the community level. It is presented in conjunction with the Ontario Volunteer Service Award at ceremonies held across the province at the beginning of National Volunteer Week. For more information, contact the Ministry of Citizenship, Culture and Recreation field office in your area.

New Brunswick

Premier's Youth Initiatives Award

In order to be eligible for this award, candidates must be residents of New Brunswick and must have made an outstanding contribution towards the advancement of youth in New Brunswick. Emphasis will be placed on selecting an individual (or group) who has actively dedicated time, talent, and energy in either a paid or voluntary capacity to improve the physical, mental, social, economic, legal or cultural status of New Brunswick youth. Consideration will also be given to individuals who have excelled in a particular area of interest, thus serving as a model of excellence for his/her peers.

There are two categories to this award - youth ages 15 to 24, and one with no specific age requirement. Participants can be either individuals or groups. Two awards will be given each year, per category. Each recipient will be honored with a framed certificate of merit or plaque to be presented by the Premier on March 21st - New Brunswick Youth Day. Contact the Youth Council of New Brunswick at (506) 453-3271 for more information.

Saskatchewan

Prior to 1995, the voluntary sector of Saskatchewan was not adequately recognized by the provincial government. The only award available to thank dedicated volunteers was the Saskatchewan Order of Merit, established in 1985 as the province's highest honor, recognizing volunteer or community service. However, this is only one of many fields of endeavor for which the Order is bestowed. In 1994 the Advisory Council of the Saskatchewan Order of Merit recommended to the government that a new honor dedicated to the voluntary sector be incorporated. In 1995, the Saskatchewan Volunteer Medal was created as an honor of the provincial Crown.

The Saskatchewan Volunteer Medal

The Government of Saskatchewan established a second honor in 1955 to recognize the voluntary sector on the occasion of the province's 90th anniversary: the Saskatchewan Volunteer Medal. This decoration is awarded to citizens who have provided, without reward or gain, outstanding volunteer service or exceptional community involvement in an area beyond their normal duties or profession. Any individual or group residing in Saskatchewan may submit a nomination. A call for nominations is made each year in the Fall. A maximum of ten medals may be awarded annually and presented by the Lieutenant Governor at the Legislature early in the year. For more information contact the Protocol Office of Saskatchewan at (306) 787-3001.

Québec

Le Prix Hommage Bénévolat-Québec

Created by the Québec government in collaboration with the Fédération des centres d'action bénévole du Québec (FCABQ), Hommage Québec is a perfect opportunity to recognize Québec volunteers. The award is divided into two categories: the 'volunteer' category designed to recognize the work and devotion of a volunteer; and secondly, the 'organization' category designed to highlight the efforts of a community centre in dealings with their volunteers and with their work for the good of their community. Seventeen (17) awards are given out for each category. These awards are given to the winning nominees during National Volunteer Week every year. For more information on how to apply or how to nominate a volunteer or an organization, contact the FCABQ at 1-800-715-7515.

Prix du Bénévolat Dollard-Morin

Created in 1991, this award aims to acknowledge and promote the important role played by close to a million volunteers and the organizations who support them in their efforts towards sport and leisure development in Québec. For more information, contact Ms. Renée-Claude Boivin, Media Relations, Ministry of Municipal Affairs, Québec Government at (418) 691-2050.

Les Prix Annuels Desjardins

This award, created by the Mouvement des caisses Desjardins, is intended to recognize the efforts and dedication of groups and organizations involved in the social, community and economic development of their community. There are four (4) categories of the award: Aide aux jeunes (Help for Youth); Développement

économique (Economic Development); Développement communautaire (Community Development); and Aide aux aînés (Help for Seniors). A ten thousand dollar (10,000) prize is awarded for each category, during the Semaine Desjardins (Desjardins Week) in October.

Application forms are available during the months of April and May at any caisses Desjardins and through the centres d'action bénévole du Québec. For more information contact the Mouvement des caisses Desjardins or check out their web site at www.desjardins.com.

Collected Poems

Untitled

For years you knew what you stood for,
Retired now, doubt what you're good for?
Win your place in the sun,
And still have some fun,
Helping others should be just what you've
looked for.

- Ken Bates

☆ Ode To Volunteers

Many will be shocked to find when the day of
judgement nears
That there's a special place in heaven set aside
for volunteers
Furnished with big
recliners, satin couches and
foot stools
Where there's no committee
chairman, no group leaders
or car pools
No eager team that needs a coach, no bazaar or
bake sale
There will be nothing to staple, not one thing to
fold or mail
Telephone lists will be outlawed, but a
fingersnap will bring
Cool drinks and gourmet dinners and rare treats
fit for a queen or king
You ask, who'll serve those privileged few and
work for all they're worth
Why, all those who reaped the benefits and not
once volunteered on earth.



- Author Unknown

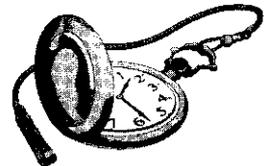
A Day in the Life

We seek to help
And we seek to know
All of what has been
Or will continue to be.
In our strength
Through wisdom of giving
We can laugh
And we can acknowledge
That in all of this we do
We are managers
Of resources yet unknown.

-Source Unknown

The Quiet Ones

She comes in every week
Always five minutes early
Just enough time for a
Gracious good morning
And perhaps a few moments
Of polite chatter.
He comes in every week
Checking his watch with
The clock in the office
And offers to do an errand
Because he's going that way
Anyhow, but I know he's not.
They come in every week
Quietly keeping their commitments
Their names are never in the paper
They don't serve on committees
They don't contribute large
Sums of money to the fund drive.
They come in every week
Every month, every year
Quietly doing what they
Agreed to do. Quietly doing
So much more.



-Lorraine Jensen

Untitled

We won't always know
whose lives we've touched
and made better for our
having cared, because
actions can sometimes have
unforeseen ramifications.
What's important is that
you do care and you act.

- Charlotte Lunsford

Being With You

Being with you is good for us.
Blessed by your generosity,
We are steadfast in our appreciation
Of your service and loyalty.
Sometimes we don't understand
Why you give so much
And ask for so little in return.
What moves you to unselfish deeds?
Can we, through knowing you
Be better persons ourselves?
It's the little things you do
That make the difference here.
The warmth of your smile
The soft touch of your hand on tired shoulders
Uplifts the patients, and lightens our load.
What would we do without you?
It is an honor knowing you.
Although we may not always show
How much we care for you
Or how thankful we really are.
Along with us, give yourself much credit
For the good you do here.
Be proud. Carry on,
At our sides, as our Friends.

-Mary Lawrence

Untitled

Do you "Just Belong"?
Are you an involved member.
The kind that would be missed?
Or are you just contented
That your name is on the list?
Do you take an active part
To move the work along?
Or are you simply satisfied
To be a "Just Belong"?
Do you work on a committee –
To that there is no trick.
Or leave the work to just a few
And talk about the clique.
Why not come to all the meetings
And help with hand and heart?
Don't be "just a member"
But take an active part!
Think this over, member.
You know the right from wrong.
Are you an involved member.
Or do you just belong?

- Author Unknown

It Can Be Done!!

The man who misses all the fun,
Is he who says, "It can't be done."
In solemn pride, he stands aloof,
And greets each venture with reproof,
Had he the power he'd efface,
The history of the human race.
We'd have no radio or motor cars,
No street lit by electric stars,
No telegraph nor telephone,
We'd linger in the age of stone.
The world would sleep if things were run,
By men who say, "It can't be done!"

- Author Unknown

No Room

Fill your mind with positive thoughts,
and there will be no room for negativity.
Fill your days with effective action,
and there will be no room for laziness.
Fill your body with nutritious
food,
and there will be no room for
toxic junk.
Fill your life with love,
and there will be no room for hate.
Fill your life with challenge,
and there will be no room for discontent.
Fill your heart with goodness,
and there will be no place for evil.
Fill your world with beauty,
and there will be no room for darkness.
Fill your thoughts with peace,
and there will be no room for conflict.
Fill your moves with confidence,
and there will be no room for doubt.
Fill your spirit with abundance,
and there will be no place for distress.
Fill your moments with joy,
and there will be no room for regrets.



- Ralph Marston

Rx for Healing

Spirituality
Self-love
Silence
Simplicity
Service

- Sue Patton Thoele

Just a Thought

"I am of the opinion
that my life belongs
to the whole com-
munity, and as long
as I live it is my
privilege to do for it
whatever I can.
I want to be thoroughly used up
when I die, for the
harder I work the
more I live. I rejoice
in life for its own sake.
Life is no brief candle to me.
It is a sort of splendid
torch which I've got
hold of for the mo-
ment and I want to
make it burn as
brightly as possible
before handing it
on to future generations."

- George Bernard Shaw

The Volunteer

How do I do it? Let me count the ways.
I toss and turn and lose my sleep at night.
I curse and cry "Is there no end in sight?"
But things seem better on the sunny days,
And thankful for my bounteous share of Grace,
I fill the need, by fog or candlelight.
I do it freely, for I know it's right,
But not too purely (I can handle praise).
Do it with love I'll never lose,
And with my saints, - I do it with the breath,
Smiles, tears, of all my life! - and if God choose,
I'll have a long vacation after death.

- Geraldine Chafe Rubia, local volunteer and poet

Quotes

"You must be the change that you wish to see in the world."

- Mahatma Gandhi

"If You Want One Year Of Prosperity, Grow Grain.

If You Want Ten Years Of Prosperity, Grow Trees.

If You Want One Hundred Years Of Prosperity, Grow People."

- Chinese Proverb

"Praise to a human being represents what sunlight, water, and soil are to a plant - the climate in which one grows best"

- Earl Nightingale

"We never regret what we do when it comes from our hearts; we regret the things we don't do"

- Alexandra Stoddard

"One needs something to believe in, something for which one can have wholehearted enthusiasm. One needs to feel that one's life has meaning, that one is needed in this world"

- Hannah Senesh

"Giving is the only flight in space permitted to human beings"

- Anais Nin

"The smallest act of kindness is worth more than the grandest intention"

- Brown

"Great thoughts speak only to the thoughtful mind, but great actions speak to all mankind"

- Emily P. Bissell

Untitled

If you assume that there's no hope, you guarantee that there will be no hope. If you assume that there is an instinct for freedom, that there are opportunities to change things, there's a chance you may contribute to making a better world. That's your choice.

- Noam Chomsky