

EDMONTON SOCIAL PLANNING COUNCIL

Welcome to You!

And welcome to you as a potential participant in the Edmonton Social Planning Council Volunteer Program. This yellow packet has been put together to give you some information about the Planning Council and its activities. We have included information about the Volunteer Program during the past year so that you can perhaps have a better understanding of the program.

The Volunteer Program is two fold. First it is educational. This area is covered by monthly volunteer meetings where information is shared on a variety of topics. Secondly, it is an involvement program. This happens when the volunteer becomes involved in a particular project.

We hope this package is helpful to you in understanding the Volunteer Program. If you have any questions do not hesitate to call Mike Burns or Elwood Springman at the Planning Council.

Sincerely,

"THE VOLUNTEERS"

Edmonton Social Planning Council

Affiliated with the



Community Fund

Edmonton Social Planning Council

10006 - 107 street

Phone: 424-0331

STAFF

Elwood Springman	Executive Director
Mike Burns	Planner
Linda Duncan	Planner
Sue Arrison	Planner
Rose French	Office Manager
Sharon Boryschuk	Secretary

AGENCY POLICY

EDMONTON SOCIAL PLANNING COUNCIL

I. PURPOSE

To facilitate significant social change.

To facilitate goal directed change.

II. GOALS

(A) Participatory Democracy

To facilitate the opportunity for individuals to participate in decisions which affect individual self-worth and growth.

(B) Humane Urban Environment

To work towards an environment which is sensitive and responsive to the common good of the urban community.

III. OBJECTIVES

(A) Participatory Democracy - (B) Humane Urban Environment

1. To maintain Edmonton Social Planning Council as a facilitator of Participatory Democracy and Humane Urban Environment.

- (a) Staff develop knowledge of
 - meaning and value of Participatory Democracy
 - concepts of Humane Urban Environment.
- (b) Staff and Board develop
 - policy awareness in reference to Participatory Democracy and Humane Urban Environment.
- (c) Staff seek out all possible alternatives to develop Participatory Democracy and Humane Urban Environment.
- (d) Identification and development of knowledge and skills.
- (e) Staff focus on interrelationships among physical, social and economic factors in planning.
- (f) Staff, Board and Membership maintain and develop a credibility in the community by operating a two-way communication link with the citizenry.

- (g) Staff and Board develop and maintain an effective and active board structure that is appropriate to the goal of Participatory Democracy and Humane Urban Environment.
- (h) Staff and Board develop and maintain an active and effective membership appropriate to goal of Participatory Democracy and Humane Urban Environment.

(A) OBJECTIVES UNDER PARTICIPATORY DEMOCRACY

- 2. Research citizen participation strategies
 - (a) Monitoring on-going programs and policies (trends).
 - (b) Experimental research.
 - (c) Secondary research (cases, policies).
 - (d) Logic, philosophy.
 - (e) Exploratory research, i.e., interviews, conversations, word of mouth, consultation.

- 3. Edmonton Social Planning Council staff operate within goals of Participatory Democracy.
 - (a) Staff, themselves, maintain Participatory Democracy philosophy.
 - (b) Staff develop knowledge of Participatory Democracy.

- 4. To foster others to utilize citizen participation strategies.
 - (a) Government and Private Sector
 - (1) lobby various levels of government to adopt and utilize Participatory Democracy
 - (2) assist community groups to pressure various levels of government to adopt and utilize Participatory Democracy
 - (3) educate government on meaning and value of Participatory Democracy
 - (4) develop skills and techniques re Participatory Democracy
 - (5) assist government and/or private sector to carry out development of Participatory Democracy process
 - (b) Citizenry
 - (1) educate citizenry on meaning and value of Participatory Democracy
 - (2) develop skills and techniques re Participatory Democracy
 - (3) assist community groups to pressure various levels of government, government agencies, private sector, volunteer sector to adopt and utilize Participatory Democracy
 - (4) assist citizenry to carry out development of Participatory Democracy process

(c) Volunteer Sector

- (1) lobby volunteer sector to adopt and utilize Participatory Democracy
- (2) educate volunteer sector to meaning and value of Participatory Democracy
- (3) develop skills and techniques within volunteer organizations re Participatory Democracy
- (4) assist volunteer sector to pressure various levels of government and private sector to adopt and utilize Participatory Democracy
- (5) assist volunteer sector to carry out development of the Participatory Democracy process

5. To foster development of community based intervention

- (a) to train the voluntary sector to initiate and act as catalysts for social action
- (b) assist in the creation of a framework for Participatory Democracy or citizen participation.

6. To foster cooperation among the citizenry

- (a) facilitate use of citizen participation
- (b) facilitate communication among citizenry
- (c) encourage and facilitate sharing of resources
- (d) facilitate inter-neighbourhood organizational development
- (e) to encourage citizenry to work together towards a mutually beneficial outcome

7. To foster cooperation among government, private sector and citizenry

- (a) Foster alternative forms of bringing about distribution of power
 - (1) utilize conflict in a constructive way
 - (2) facilitate communication among sectors
 - (3) research alternative forms of bringing about distribution of power
 - (4) educate all levels to importance of cooperation for the common good.

8. To help in the community development process through consultation in self-help planning

- (a) provide research information
- (b) provide skills, techniques.

(B) OBJECTIVES UNDER HUMANE URBAN ENVIRONMENT

2. To foster change in present urban environmental policies that are insensitive to the common good. The major problem we will deal with is planning and management of urban growth. Factors related to the above problem then are in order of our present priorities:

- land use planning
- socio-economic planning
- movement of people, goods, services
- quality of our natural environment
- shelter
- provision for leisure and recreational activities.

- (a) Staff develop knowledge by on-going research of Humane Urban Environment area of concern.
- (b) Research alternative solutions to the problems.
- (c) Make community aware of the problems and the alternative solutions.
- (d) Intervention in the community at the issue level directed towards problem solving.
- (e) Utilizing citizen participation towards a Humane Urban Environment.

EDMONTON SOCIAL PLANNING COUNCIL

VOLUNTEERS AND PROJECTS

Seminars:

Ardis Beaudry
Gregg Neelin
Louise Gurry (Student)

Community Development Corporation:

Cheryl Moir-Van Iersel

General Plan Workshop:

Rena Pinckston (Student)
Shirley (Student)

Drama for Community Involvement:

Liz Forseth
Louise (Student)

Citizen Participation Education Program:

Ellie Cromie
Donna Golightly

Citizens Resource Manual:

Leslie Ashcroft

Board Workshops:
Volunteerism.

Lorie McMullen

Feb. 3/77

NATIONAL ADVISORY COUNCIL ON VOLUNTARY ACTION

May 7th, 1976

Elwood Springman
Edmonton Social Planning Council
10006 - 107th Street
Edmonton, Alberta

Dear Mr. Springman:

I write to you on behalf of the National Advisory Council on Voluntary Action because of your interest in the future of voluntary organizations and voluntary action in Canada. The Council has asked me to inform you of our work and plans and to invite you to make your views and the views of your organization known to us.

You are no doubt aware that the Council was established in late 1974 by the Secretary of State - the Honourable Hugh J. Faulkner - and that we must report through him to the Government of Canada in December of this year.

The Council has agreed that the main function of our report will be to clarify and set out our understanding of:

- a) The role and importance of voluntary action/voluntary organizations in a rapidly changing Canadian society;
- b) The role and responsibility of the Government of Canada in the provision of support to voluntary action/voluntary organizations;
- c) The status, condition and needs of voluntary organizations including their relations with the Government of Canada; and
- d) The actions which need to be taken by the Government of Canada in order to substantially improve the condition of voluntary organizations and their relations with the Government of Canada.

Such a report will enable voluntary organizations to approach the federal government with greater knowledge and confidence. The report will also enable Ministers to make basic decisions regarding the Government of Canada's perception of, relations with and support to voluntary action and voluntary organizations in Canada.

The attached progress report summarizes the structure and work of the Council and gives an indication of how we will use the eight months remaining to us. Additional copies of that report are available from us; or the report may be reproduced by you for use within your organization.

The Council does not, indeed cannot, speak on behalf of the voluntary sector in Canada - no advisory council established by government can do that. However, all members of Council are committed to listening to what Canadian voluntary organizations have to say about their condition and needs. Accordingly, we have commissioned a detailed survey of over 500 voluntary organizations and have held and will be holding a number of major consultations across Canada.

In addition, we are anxious to hear from you and your organization about any aspect of your experience as a voluntary organization, including your relations with government departments. It would also assist us if you could take the time to comment on the major areas of our report (items a, b, c, and d, above). We need to hear from you by August 31st, 1976.

Your submissions to us can be in any form and they need not be elaborate. We would be pleased to receive your comments about those things which concern you most, in the form of written material, audio tapes on standard cassettes, or even a long distance phone call. If you can find time to meet with one of the members of the Council or with our staff, should you be in Ottawa, we would welcome your visit. A list of the members of the Council is attached. (Appendix A)

Your time and efforts on behalf of the Council regarding these very important matters, is greatly appreciated. We look forward to hearing from you.

Yours very truly,

SIGNED

A. Raynell Andreychuk
Chairman

NATIONAL ADVISORY COUNCIL ON VOLUNTARY ACTION

Progress Report as of May 1976

The National Advisory Council on Voluntary Action was established by the Secretary of State, the Honourable J. Hugh Faulkner, in the Fall of 1974. At that time he gave the fifteen members three instructions. First, they should provide the Government of Canada through him with "tough and uncompromising advice". Second, they should (a) articulate the needs of the voluntary sector so that these could be heard by the Government of Canada and, (b) make recommendations regarding the kinds of support the Government of Canada should be providing to the voluntary sector. Third, they should report to him by the end of December 1976.

Since that time the Council has met 11 times in a number of Canadian cities from Vancouver to Halifax. In each city consultations have been held with persons deeply involved in and knowledgeable about voluntary organizations. Similar consultations will be held in Toronto and St. John's. As well, a number of smaller consultations will be held in other Canadian centres during the summer.

Since the main function of the Council is to advise the Government of Canada by means of a report, it is appropriate that something be said about the content and production of that report.

First, the Council will provide the Government of Canada with a coherent way of understanding the role and importance of voluntary action and voluntary organizations in Canadian society. This statement will be the foundation of the Council's report. It will imply certain changes in the Federal Government's perception of and attitude towards voluntary organizations.

Second, the Council will provide the Government of Canada with a policy and a strategy to govern its relations with and support of voluntary action and voluntary organizations. The policy recommended will be one of clear and unambiguous support by the Federal Government for voluntary action and voluntary organizations. The Council will state positively that the Federal Government has a responsibility to create the conditions within which Canadian citizens are not only permitted but are encouraged and enabled to act voluntarily in relation to those things which concern them. The strategy which is emerging, however, will not only call for increased direct assistance but will likely call on the federal government to greatly increase its indirect assistance to voluntary organizations. The Council will not merely be asking for more money but will attempt to outline alternative strategies which obviate the need for voluntary organizations to become increasingly dependent on the Federal Government.

Third, the Council will provide the Government of Canada with a status report which sets out the present conditions of voluntary organizations in Canada, the state of their relations with the Government of Canada and the major trends of their development. This section of the report, when contrasted with the major statements, will give some measure of the magnitude of the gap which needs to be bridged between the present situation of Canadian voluntary organizations and a more desirable future. It will also encourage voluntary organizations to assess their present state.

Fourth, the Council's report will make specific recommendations of action to be undertaken by the Government of Canada. Generally speaking the Council will not recommend that all possible tasks be undertaken at once. Rather, it will recommend those things which are now essential in combination with the development of institutional forms that can follow up on and further develop the lines of thought set out in the report.

Fifth, the Council will include a set of appendices with its report to the government. These appendices will include the results of some specific research projects and the Council's reflections on its experience as a citizen's advisory council to the present government.

The Council has developed a three-fold strategy to prepare material for its report. First, Council members are being encouraged to listen to and consult with a wide variety of persons presently involved in voluntary organizations. These consultations are both formal and informal. As the work of the Council progresses, the main conclusions and research findings of the Council will be tested in such consultations.

Second, a research program is being undertaken, under the supervision of the staff, by a variety of consultants. For example, two surveys are being undertaken. One is a detailed survey of some 500 voluntary organizations chosen at random; the other is a baseline study of the support now provided by all federal departments and agencies to voluntary organizations. The state of research relating to voluntary organizations and voluntary action is being determined. Two studies are exploring federal assistance to voluntary organizations by means of taxation. One study is exploring the need for and feasibility of a Canadian centre for voluntary action.

Third, the Council's staff has undertaken a variety of tasks. These include collecting, cataloguing and organizing documentation, collecting and compiling bibliographic data on voluntary action, providing and information service to a variety of people both inside and outside the government who are looking for information about voluntary action and voluntary organizations, designing and undertaking a bibliographic computer search and discussing the possibility of including voluntary action as a component in the 1981 census.

Most of the Council's consultations and research conducted on the Council's behalf will be completed by the Fall. The actual writing of the Council's report will be its main occupation during the final five months of its mandate. This report will reflect the collective judgment of the members of Council based on their experience and the material developed by and for the Council.

If you wish to contribute to the work of the Council, or to have further information about it, please contact any member of the Council (see Appendix A) or its staff in Ottawa.

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Executive Director

Betty Weinstein
Assistant Director

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April 30, 1976

June 30, 1976

PROJECT DESCRIPTION

TITLE: EDUCATION AND TRAINING OF VOLUNTEERS

EDMONTON SOCIAL PLANNING COUNCIL

INTRODUCTION

The Edmonton Social Planning Council has recently initiated a training project for volunteers. This project is designed to foster growth of appropriate knowledge and skills related to voluntary community development work. Community worker role in this instance refers to volunteers functioning as resource people to neighbourhood groups, focusing attention primarily on urban development concerns and citizen planning at the neighbourhood level. As community development workers our volunteers will function in such a manner as to facilitate citizen involvement in neighbourhood planning by helping citizens to develop necessary awareness and skills at a local level. Over the course of their training period which will be approximately one year, our volunteers will in effect work at Edmonton Social Planning Council as community development workers,

We feel that training and utilization of volunteers in an indirect service role (i.e., community development) is a new and exciting approach to voluntarism. A process of planning with persons through indigenous leadership, in this case voluntary, is opposed to planning for people, holds a great deal of promise for enhancement of informed action and decision making at a local level.

Enclosed is an outline of our volunteer training project. It should be noted that the programs outlined do not follow in orderly sequence, but rather operate simultaneously.

(1)

PROJECT DESCRIPTION

PROJECT: VOLUNTEER TRAINING

GOAL: TO TRAIN AND UTILIZE SEVERAL VOLUNTEERS AS COMMUNITY DEVELOPMENT WORKERS IN EDMONTON

(PROJECT DURATION 12 MONTHS, JUNE 1, 1976 - MAY 31, 1977) Manhour costs based on 52 week period.

OBJECTIVES	PROGRAMS	ACTIVITIES	RESOURCES		PROGRAM EVALUATION	REVIEW DATES
			MANHOURS	DOLLARS		
1. To increase a maximum of eight volunteer's knowledge and understanding of Edmonton Social Planning Council and facilitate initial involvement with the Council.	1. Agency orientation	1. Group meeting: discussion regarding the agency's history, philosophy, priorities, structure; volunteer and staff relationships, expectations, skills; volunteer input into planning initial activities. 2. Attending staff meetings. 3. Reading material on Council development and activities.	12	12 x 6 = 72	Increase individuals' knowledge of the Council as demonstrated by way of post-orientation group discussions.	July 1, 1976 September 1, 1976
2. To promote development of knowledge and understanding regarding policies which influence urban development.	2. Policy awareness	1. Research: regarding material relevant to urban development concerns (i.e., housing policy, general plan, transportation plan, Planning Act, Parks Plan, planning process, citizen participation) 2. Relating material to neighbourhood planning and development. 3. Clarification of terminology and concepts (i.e., citizen participation, community development, social research) 4. Policy analysis	52	52 x 6 = 312	Increase in policy knowledge as determined through group discussions and written reports.	July 1, 1976 September 1, 1976 December 1, 1976 March 1, 1977

OBJECTIVES	PROGRAMS	ACTIVITIES	RESOURCES		PROGRAM EVALUATION	REVIEW DATES
			MANHOURS	DOLLARS		
3. To promote volunteers knowledge development regarding informational resources, relevant agencies (governmental and non-governmental) and city neighbourhoods	Community awareness	<ol style="list-style-type: none"> 1. Seek out information sources (i.e., statistics, documents and policies) 2. Become familiar with functions of various government departments and agencies. 3. Become knowledgeable of structure and functioning of Municipal Government - who's who. 4. Attend Council meetings. 5. Attend community meetings-workshops. 6. Become familiar with specific neighbourhoods and their concerns. 	52	52 x 6 = 312	<p>Increase in knowledge of information sources as demonstrated through group discussions, effective information gathering, frequency of usage of information sources.</p> <p>Increase in knowledge of relevant government and non-government departments as demonstrated through group discussions.</p> <p>Increase in familiarity with city neighbourhoods as demonstrated by reporting back, group discussions, neighbourhood contacts</p>	<p>August 1, 1976 October 1, 1976 December 1, 1976 February 1, 1977 April 1, 1977</p>
4. To facilitate development of skills related to planning and community group work.	Process development	<ol style="list-style-type: none"> 1. Attend meetings/workshops. 2. Education on developing workshops and facilitating meetings. 3. Education in group processes (i.e., committees, citizen groups, group leadership) 4. Chairing meetings 5. Education in citizen participation strategies, developing models. 6. Education in planning processes. 	60	60 x 6 = 360	<p>Increase in community work process skills as indicated through group discussions, reporting back, written reports, meetings attended, roles in meetings, role-playing.</p>	<p>August 1, 1976 October 1, 1976 January 1, 1977 April 1, 1977</p>
5. To provide consultation to neighbourhood groups.	Consultation	<ol style="list-style-type: none"> 1. In conjunction with staff, volunteers will form contacts with neighbourhood groups. 2. Provide information, advice, organizational aid. 	60	360	<p>Effective carrying out of consultation role as indicated by criteria such as the number and frequency of consultation meetings, workshops developed, amount and kind of information transmitted, feed-back from neighbourhood groups.</p>	<p>Review monthly</p>

OBJECTIVES	PROGRAMS	ACTIVITIES	RESOURCES		PROGRAM EVALUATION	REVIEW DATES
			MANHOURS	DOLLARS		
6. To evaluate volunteer performance.	Volunteer evaluation	<p>3. Participate in community workshops and meetings, which facilitate the consultation role.</p> <p>1. Staff will evaluate on a monthly basis each volunteer they have worked with by responding to questionnaire items, and by reporting in writing any additional information deemed worthwhile.</p> <p>2. Periodic group discussions at staff meetings.</p>	16	96	<p>Based on criteria developed by National Information Centre on Volunteers.</p> <p>See attached questionnaire.</p>	Review monthly
			16	96		
7. Volunteer evaluation of staff performance.	Staff evaluation	<p>1. Questionnaire response and written reports on a monthly basis of staff performance in carrying out roles with respect to volunteers.</p> <p>2. Periodic group discussions at staff meetings.</p>				
			TOTAL			
			268	1,608		

NATIONAL INFORMATION CENTER ON VOLUNTEERISM -- BOULDER, COLORADO
BASIC FEEDBACK SYSTEMS

THE VOLUNTEER

1. How long have you been in this volunteer program? _____
2. Please describe briefly your volunteer job: _____

3. Where does your volunteer time go in an average month?
_____ Hours total per month
_____ Hours with clients or on the job per month
_____ Hours consulting with regular staff per month
_____ Hours in various volunteer meetings per month
_____ Hours filling out reports, paperwork (not part of the job
itself) per month
4. What are the main reasons you joined up as a volunteer _____

5. What are some of the main satisfactions you are getting from your volunteer
work now?

6. What are some of the main frustrations _____

7. What do you see as some of the good things about this volunteer program

8. What do you see as some of the things that could be improved? _____

9. Please describe any suggestions you may have on useful new jobs volunteers
might fill in this program

10. Has anyone in the organization ever asked you before what you thought of this
volunteer program? Please check one:
a) _____no, never directly _____ b) once or twice _____ c) many times.
11. When your present term of year of volunteer service is up, do you plan
to sign up again or continue for another term? Please check one:
a) _____Yes b) _____No; c) _____undecided at this time
12. Have you recommended joining this volunteer program to any of your friends
or relatives? Please check one:
a) _____Yes, definitely; b) _____No; c) _____in a general way.
13. Please rate each of the things below on a scale of 0 - 5 as they apply
in your estimation in this particular volunteer program:
Training of volunteers 0 1 2 3 4 5
Acceptance & support of volunteers by staff 0 1 2 3 4 5
Recognition given to volunteers 0 1 2 3 4 5
Volunteers are trusted to do important things 0 1 2 3 4 5
14. Any other comments you would care to make:

SIGNATURE (Optional) _____ DATE _____

PROGRAM _____

THE VOLUNTEER

1. Name of volunteer _____
2. How long did the volunteer work for you? _____
3. What are some of the good things the volunteer did for you? _____

4. What are some of the things the volunteer did that were not so good?

5. Did the volunteer do any new things for you? Yes _____ No _____
If yes, what were they? _____

6. How often do you see your volunteer ? _____
7. Do you know the volunteer's phone number and address? Yes _____ No _____
8. Please comment on the volunteer's
 - a. Involvement: _____

 - b. Reliability: _____

 - c. Punctuality: _____

 - d. Ability to relate to others: _____

9. Was the volunteer given: a. Orientation Course _____
b. Adequate Training _____
10. Would you use this volunteer again if the opportunity arose?
Yes _____ No _____ With Reservation _____

Signature: _____ Date : _____

Program : _____

VOLUNTEER ACTION CENTRE

11611 Jasper Avenue
482-6431

NATIONAL INFORMATION CENTRE ON VOLUNTEERISM -- BOULDER, COLORADO

RIGHTS AND RESPONSIBILITIES OF VOLUNTEERS

RIGHTS:

- 1) The right to be a volunteer
 - 2) The right to be interviewed by a responsible and informed person
 - 3) The right to expect training and supervision
 - 4) The right to be involved in planning and evaluating the program
 - 5) The right to be regarded as a person and accepted as an individual
-

RESPONSIBILITIES:

- 1) Be open and honest with administration and staff
- 2) Understand the requirements of time and duty
- 3) Work to deserve being treated with respect
- 4) Take commitment seriously
- 5) Share ideas - get different perspective
- 6) Viewing staff as mentors and friends
- 7) Respect confidentiality
- 8) Serve as goodwill ambassadors
- 9) Seek and accept feedback
- 10) Be an informed and effective advocate for change
- 11) Give the priceless gift of service and enthusiasm.

September 7, 1976

PROJECTS FOR VOLUNTEERS

The following outlines possible activities with which volunteers might get involved. Related activities are clustered in such a way as to represent projects. Three general projects are being considered:

1. Government-Citizen Interaction,
2. Community Development,
3. Neighbourhood Planning.

Volunteers will have the opportunity to participate in a variety of activities associated with individual interests.

A. GOVERNMENT-CITIZEN INTERACTION

This project is concerned with facilitating information flow between government and citizens. Citizens frequently express the need for more information related to governmental policies affecting their community. Government in turn should be aware of citizen concerns about their community.

Activities

1. Government Processes, City or Provincial
 - (a) Monitoring City Council
 - (b) Monitoring Provincial Legislature,
 - (c) Monitoring City Standing Committees,
 - (d) Monitoring Development Appeal Board,
 - (e) Monitoring Municipal Planning Commission,
 - (f) Monitoring Regional Planning Commission,
 - (g) Monitoring Development Permits,
 - (h) Monitoring City Agendas and Minutes,
 - (i) Monitoring Agendas, Hansard and Gazette,
 - (j) Study Provincial and City Administration,
 - (k) Researching Acts from Citizen Perspective.
2. Neighbourhood Processes
 - (a) Monitoring Community Newspapers,
 - (b) Monitoring Citizen Delegations,
 - (c) Monitoring City Agenda for Neighbourhood Issues,
 - (d) Monitoring Citizen Meetings/Workshops,
 - (e) Developing Neighbourhood Profiles.
3. Facilitate liaison between government and neighbourhoods.

VOLUNTEER PROGRAM: EDMONTON SOCIAL PLANNING COUNCIL

INTRODUCTION: THE NEED

The Edmonton Social Planning Council is sponsoring a volunteer program which is designed to train volunteers as resource people to their respective communities and/or communities in need of consultation. This program is in response to need expressed by citizens for indigenous leadership development in order to more effectively deal with community problems. Volunteers foster intervention in community problems by facilitating citizen involvement in neighborhood planning and helping citizens at the local level to develop the necessary awareness and skills for preventive planning. Self-help planning activities can function to facilitate knowledge development among community residents with respect to planning skills, and policy analysis. Potential benefits from facilitation of self-help planning may be as follows:

- (a) Data received from public participation in social planning can help to identify and/or prevent conditions which may result in social problems.
- (b) Effective citizen involvement in urban/social planning can help to enhance commitment to policies developed on a joint decision making basis, thereby reducing long-term conflict.
- (c) Given the above, a long range cost saving can be made.
- (d) Public Participation in local planning or community development concerns can help to reduce alienation in the urban context.

PROGRAM STRUCTURE: GENERAL METHODS

- (a) Educational seminars.
- (b) Experiential learning through project involvements thereby allowing volunteers to contribute to the Social Planning Council.

PROJECT: VOLUNTEER PROGRAM, EDMONTON SOCIAL PLANNING COUNCIL (E.S.P.C.)

GOAL:

To educate and utilize volunteers as community resource people in Edmonton.

The following represents the volunteer program outline for a duration of nine months. Beginning date is October 1, 1977. Grant request is based on manhours of a volunteer co-ordinator. Basically the program is educational in nature. The co-ordinator will in effect facilitate the educational process.

- (a) Target Group: Ten volunteers; Edmonton Social Planning Council.
- (b) Location of Program: Edmonton Social Planning Council.
- (c) Facilities Required: Provided; Edmonton Social Planning Council.
- (d) Staff Requirements: Volunteer Co-ordinator.
- (e) Use of Other Resources: Use of staff, Edmonton Social Planning Council, and external resource people for educational seminars.
- (f) Controls: Refer to Objectives 7 and 8.

1. OBJECTIVE:

To interview and select candidates.

TECHNIQUES:

1. Develop selection criteria.
2. Orientation to individual volunteers regarding the purpose, goals, objectives of the Edmonton Social Planning Council.
3. Discussion of agency priorities, projects.
4. Discussion of candidate's interest in agency operations.

RESOURCES: Volunteer Co-ordinator

Manhours: 10 potential volunteers x 1½ hours x 2 interviews = 30

Dollars: 30 hours x \$6/hour = \$180

EVALUATION:

A minimum of eight candidates orientated and selected by October 1, 1977.

2. OBJECTIVE:

To carry out group orientation to the Edmonton Social Planning Council and facilitate board/staff volunteer interaction.

TECHNIQUES:

1. Workshop; volunteer/staff interaction.
2. Volunteer Co-ordinator's orientation to volunteer program, staff, volunteers.
3. Staff presentations regarding E.S.P.C. projects.
4. Volunteer Co-ordinator/staff orientation to volunteers regarding E.S.P.C. philosophical base, goals, objectives, history, policy, voluntarism.

RESOURCES:

Manhours: Volunteer Co-ordinator 8 hours (workshop), 8 hours (information package) = 16 hours

Dollars: 16 hours x \$6/hour = \$96

EVALUATION:

Volunteer/staff orientation workshop completed by October 17, 1977.
Volunteer awareness of agency determined by post-orientation discussion.

3. OBJECTIVE:

To facilitate volunteer involvement in program planning. The program is organized on two levels: (a) project involvements
(b) monthly group sessions (educational).

TECHNIQUES:

1. Orientation to potential project involvements.
2. Facilitate choice of projects.
3. Obtain feedback on proposed monthly educational program.

RESOURCES:

Manhours: Volunteer Co-ordinator = 9 hours

Dollars: 9 hours x \$6/hour = \$54

EVALUATION:

Program planning completed by October 21, 1977.

4. OBJECTIVE:

To develop a volunteer/agency contract.

TECHNIQUES:

1. Discussion on value of a contract.
2. Facilitate volunteer expectations of agency.
3. Facilitate staff expectations of volunteers.
4. Bring both together to form a contract.

RESOURCES:

Manhours: Volunteer Co-ordinator = 8 hours

Dollars: 8 hours x \$6/hour = \$48

EVALUATION:

Contract, representing volunteer/agency expectations, completed by October 31, 1977.

5. OBJECTIVE:

To implement the following proposed educational seminar series for volunteer/staff.

SEMINAR SEQUENCE:

1. Community study (kinds of communities, structure of community, community as a place, bonds of community, community and social change, politics and community).
2. Problem identification (how conditions become labelled as problems, issue, problem differentiation, study of values, beliefs, theories in problem definition).
3. Community planning (issues in planning, neighborhood planning process).
4. Community development (CD as an aspect of planning including public participation techniques, social action, meaning of CD, value of CD in planning).
5. Community resources (educational on kinds of resources available in community for resource people, awareness of relevant organizations, groups and departments). This includes information, expertise and money resources.
- 6-7. Policy analysis (education on the process of policy analysis, awareness of specific urban planning policies, carrying out an analysis of policy, formulation of policy).
8. Political awareness (form of government in Edmonton, ward system, commission board, form of administration, "non-partisan electoral system").

TECHNIQUES:

1. Facilitate educational process.
2. Presentations to the group.
3. Obtain resource people.
4. Facilitate discussions, analysis.

RESOURCES:

Manhours: Volunteer Co-ordinator organization, 6 hours/seminar = 48
research, 6 hours/seminar = 48
compiling resource material, 12 hours/seminar = 96
presentations, facilitation, 4 hours/seminar = 32
TOTAL = 224

Dollars: 224 hours x \$6/hour = \$1,344

EVALUATION:

Seminars to be completed on the following dates:

- | | |
|---------------------|------------------|
| 1. November 2, 1977 | 5. March 5, 1978 |
| 2. December 5, 1977 | 6. April 7, 1978 |
| 3. January 6, 1978 | 7. May 10, 1978 |
| 4. February 2, 1978 | 8. June 2, 1978. |

Each seminar will be followed by group discussion as to content learned and value of the seminar to the goals of the program.

6. OBJECTIVE:

To involve volunteers in planning of their project, including the goals and objectives of the project, specific activities and their responsibilities.

TECHNIQUES:

1. Train volunteers in management by objective.
2. Coordinate assignments to projects and project managers.

RESOURCES:

Manhours: Volunteer Co-ordinator: 8 volunteers x 6 hours = 48 hours

Dollars: 48 hours x \$6/hour = \$288,

EVALUATION:

Knowledge of management by objective developed by November 1, 1977.
Projects planned by November 15, 1977.

7. OBJECTIVE:

To provide individual monthly follow-up for volunteers (consultation).

TECHNIQUES:

1. Meetings with volunteers; interviews.
2. Assessment of volunteers' experience, feedback, problem solving.

RESOURCES:

Manhours: Volunteer Co-ordinator: 8 volunteers x 4 hours/month x 9 months
= 288

Dollars: 288 hours x \$6/hour = \$1,728

EVALUATION:

Consultation provided for each volunteer on a monthly basis.

8. OBJECTIVE:

To facilitate evaluations of volunteer performance, staff performance with volunteers and volunteer program.

TECHNIQUES:

1. Interviews volunteer/staff.
2. Group discussion on volunteer programs.

RESOURCES:

Manhours: 1. Program Evaluation
Volunteer Co-ordinator: (evaluation methodology) 16 hours
4 hrs. x 2 (twice/year) = 8 hours
2. Volunteer Staff (methodology development) 16 hours
8 volunteers x 3 hours x 2 (twice) = 48 hours
TOTAL 88 hours

Dollars: 88 hours x \$6/hour = \$528

EVALUATION:

Program evaluations carried out by January 15, 1978, and June 30, 1978.
Individual evaluations completed by December 1, 1977, and May 1, 1978.

TOTAL GRANT REQUEST = \$4,266

May 16, 1977

WHY VOLUNTEERS WITH THE EDMONTON SOCIAL PLANNING COUNCIL

COMMUNITY LEVEL

raising level of social awareness

public education

people who know how to participate

lobbying skills

liaison between levels of government, agencies with different perspectives on citizen participation

volunteer has no "empire" to protect

demonstrating effectiveness of trained volunteers

encouragement of voluntarism

INDIVIDUAL LEVEL

personal growth

satisfaction, endorsement, approval and support, self-esteem

interaction with other volunteers who share common interest in Edmonton Social Planning Council and offer enrichment to each other (This balance of people can and should be planned for.)

choices of involvements

contract ensured mutual commitment

opportunities for education re community issues

positive support of individual

constructive criticism

accept volunteer's personal goals

cross-generational understanding

AGENCY LEVEL

de-jargonize language

bring community perspective

variety of perspectives and viewpoints based on other experiences

good feelings as we choose to be here

extend work of staff

staff-volunteer teams leaves more staff available for E.S.P.C. services

improvement of staff skills in working with community groups

socializing and humour

contract ensured mutual commitment

VOLUNTEER PROGRAM

OUTLINE OF ACTION STEPS TAKEN JUNE-AUGUST, 1977.

1. Rationale established (why have Volunteers??)
 - a. discussion of staff perspectives
 - b. discussion of volunteer perspectives
 - c. collaboration of staff and volunteers on final draft.
2. Goals for program established by volunteers and staff together.
3. Criteria for selection of volunteers outlined by volunteers and staff together.
4. Background information kit prepared for potential volunteers.

CONTENTS:- ESPC Annual Report, 1976
Goals of Volunteer Program
Agency Policy statement (purpose/goals/objectives)
List of previous volunteers and their project involvements
List of staff
ESPC Volunteer Contract, 1976-77

5. Names of possible volunteers obtained from staff, current volunteers and community contacts.
6. Names phoned by volunteer or staff and kits sent to those interested in further exploring the possibility of becoming a volunteer.
7. Project outlines and possible volunteer roles in each project prepared by staff to be used in interview situation with potential volunteers.
8. Follow-up calls made to potential volunteers to arrange interview if desired. This was done by two continuing volunteers.
9. Interview #1 held with potential volunteer coming into the office to chat with a staff/volunteer team - an opportunity for two-way sharing and exploration of the possibilities of what the volunteer and the agency might offer each other.
10. Interview #2 held if desired by potential volunteer. This is to explore further and, if appropriate, to document the volunteer's strengths/experiences, limitations/dislikes and perhaps some personal goals for involvement in the program.

INTEREST CHECKLIST FOR VOLUNTEERS

WHAT I LIKE TO DO:	ALL THE TIME	MOST OF THE TIME	A LITTLE	NOT AT ALL	COMMENT
Reading and Writing					
Taking Responsibility					
Speaking to Groups					
Meeting New People					
Dancing & Singing					
Sorting Papers, Keeping Records					
Typing					
Fixing Machines					
Drawing, Sketching					
Camping, Living Out Doors					
Research & Analysis					
Swimming & Hiking					
Working "Math" Problems					
Selling or Contracting People					
Experimenting - Mechanical Devices					
Making Things - Requiring Teaching					
Cooking and Entertaining					
Designing Clothing - Decorating					
Making Decisions					
Presiding at Meetings and Events					
Acting in a Play					
Directing a Dramatic Production					
Leading a Discussion Group					
Driving a Car					
OTHER (LIST OR DESCRIBE HERE)					

SIGNATURE: _____ DATE: _____

QUESTIONNAIRE: VOLUNTEER PROJECT

SECTION I

1. Do you feel you have received adequate support from Staff?
2. Do you feel that you have had adequate opportunity to have input into the operation of the program?
3. Do you feel that you have had satisfactory opportunities to discuss with staff any problems which have occurred?
4. Do you feel that decisions regarding yourself and your assignment have been discussed sufficiently and implemented with your approval?
5. Are there any ways that co-operation between staff-volunteers could be improved?
6. Do you feel that decisions (re: assignments, programming) are made from a fair and informal viewpoint as opposed to whim or impulse?
7. Do you feel that staff utilized staff-volunteer time to best advantage?

8. Are there any areas relative to administration of the program here-to-fore not covered about which you would care to comment?

SECTION II

1. Did you feel that the original group meeting dealing with agency orientation was helpful in understanding the agency?

2. Did you have the opportunity to attend staff meetings?

3. Was reading material on Edmonton Social Planning Council development and activities made available on request? What were the materials? Were they helpful?

4. Are there any ways that agency orientation can be improved?

SECTION III

1. In your involvement up to date, do you feel that your awareness of policies affecting your environment has increased? Specify policies.

2. Which policies do you feel are most relevant and should be studied?

3. Did you have the opportunity to research policies in conjunction with staff?

4. What do you feel are the best techniques for becoming aware of policies; i.e.,
 - reading
 - group discussions
 - formal presentations
 - community exposure
 - personal discussions.

5. Did you feel that monthly educational sessions were most helpful in policy awareness? How about project involvement?

6. Do you have suggestions regarding techniques for improving policy awareness?

SECTION IV

1. Have you become more aware of community information sources (stats, documents, policies)?

2. Have you become more familiar with municipal government structure and functioning (who's who, DAB, Municipal Planning Commission)?

3. Have you attended Council meetings?

4. Have you had the opportunity to attend community meetings via the Edmonton Social Planning Council?

5. Do you feel that you have become more familiar with neighbourhoods and their concerns?

SECTION V

1. Have you had the opportunity to participate in community workshops?

2. Have you become more familiar with the concept, current status, and/or strategies of citizen participation?

3. Have you had the opportunity to run meetings?

4. Have you had the opportunity to participate in committees and/or planning groups?

5. Have you had the opportunity to communicate with neighbourhood groups, other community groups?

6. Have you had the opportunity to help plan project activities?

7. What is Community Development?

SECTION VI

WE (NEED) APPRECIATE YOUR HELP IN IMPROVING OUR VOLUNTEER PROGRAM.

1. What are the main reasons you joined as a volunteer?

2. What are some of the main satisfactions you are getting from your volunteer work now?

3. What are some of the main frustrations?

4. What do you see as some of the good things about the whole volunteer program now?

5. What do you see as some of the things that could be improved?

6. Please describe any suggestions you may have on useful new roles volunteers might fill in this program.

7. Any other comments you would care to make would be most welcome.

NAME

Jan. 25/77