



Annual Report

Fiscal Year
2006-2007



Table of Contents

Mission/Vision Statements	<u>Slide 3</u>
Value Statements	<u>Slide 4</u>
Accomplishments and Achievements	<u>Slide 5</u>
Message from the President	<u>Slide 6</u>
Treasurer's Report	<u>Slide 8</u>
Executive Director's Report	<u>Slide 9</u>
Recruitment and Referral Report	<u>Slide 11</u>
Statistical Summary	<u>Slide 13</u>
Professional Development and Consultation Report	<u>Slide 14</u>
Advocacy Report	<u>Slide 16</u>
Volunteer Services Report	<u>Slide 17</u>
Sponsors and Supporters	<u>Slide 18</u>
Organizational Memberships	<u>Slide 20</u>
Board, staff and volunteers of the Volunteer Action Centre	<u>Slide 22</u>



Mission Statement

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

Vision Statement

Our vision is of a community diverse in actions
culture
contributions
involvement
and
knowledge to foster
volunteerism as a way of life



Value Statements

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

Community

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

Volunteering

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

Accountability

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

Professionalism

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



Accomplishments & Achievements

- Hosted the inaugural Volunteer Impact Awards where community leaders, caregivers, organizations and corporations were celebrated, at a very successful and prestigious gala event
- Interpretation of volunteer interests from the statistics generated from the website/database www.volunteerkw.ca, with National Survey results which has led to new understandings of unique attributes of volunteering in Waterloo Region
- Continued training and promoting the amazing functions of the website/database www.volunteerkw.ca, to the public, membership and volunteer centres outside of Kitchener-Waterloo
- Continued commitment to assisting diverse populations to volunteer through speaking engagements, building on existing partnerships and strategies for increasing support with newcomers to our region
- Research in voluntary sub-sector, religious organizations, which represent the 2nd largest portion of our volunteers, has led to new information on volunteer motivations in our community.
- Coordinated two community fairs and Community Project Day. These events provide additional services to the membership that connects talent and community groups.
- Another successful year of offering professional development training for the voluntary sector. Some workshops included:
 1. Leadership Café – Risk Management for Organizations
 2. Recruitment Ads that Deliver – Partnering with International Association of Business Communicators
 3. New Resources in Volunteer Management including the Canadian Code for Volunteer Involvement
 4. Energizing and Engaging Leaders
- Renewed efforts to share current research and build partnerships with corporations interested in employee supported volunteering and voluntary sector organizations, with education on innovative ways to impact community needs.



Message from the President

Sherry A. Currie

In reflecting on the past year, it strikes me that it has been one of tremendous growth for the Volunteer Action Centre, both internally as an organization, and as a recognized and valued resource and partner in our community. Now settled in its new location and with the benefit of the technology that we have worked so hard to obtain in the recent years, the Volunteer Action Centre is truly making a name for itself as a vital contributor in the community it serves. More and more, the organization is being sought out by various stakeholders who recognize its role in strengthening community through volunteer involvement - in connecting talent and community.

When I refer to internal growth, I am not referring to any increase in staffing or the agency's budget. As everyone in the voluntary sector is aware, the past year has been marked by funding cuts at the federal level and an increasing strain on other funding sources for not-for-profits. Despite all this, the Volunteer Action Centre has managed to come through this past year in a strong financial position. The number of member agencies and referrals of prospective volunteers continue to grow, the professional development program continues to thrive with new and innovative workshops being delivered to diverse groups both locally and beyond, and the agency continues to lead the way as an advocate for volunteerism in the community. The growth I am referring to is in the ability to find creative ways to ensure that the increasing needs of the agency's stakeholders are being met within the limited resources available. This is no small task, and it could never be achieved without the tremendous commitment and talent of our wonderful staff members and volunteers. I would like to thank each of you for your continuing support and dedication to the Volunteer Action Centre over the past year.

Within the past year, the Board has also taken an opportunity to examine its direction for the coming years and has identified several items of priority, one of which is to ensure that the Board itself is functioning as a strong governing body.

~ continued next slide ~

Message from the President cont.

We have been fortunate to have a very talented and committed Board for 2006-2007, and I would like to thank each of you for your tireless energy and enthusiasm. I am confident that this strength will continue with the new members who will be joining the Board for 2007-2008. Welcome!

One of the most important themes that has emerged for me in the past year is the importance of the partnerships that the Volunteer Action Centre continues to build with stakeholders. Collaboration has always been a key principle for the Volunteer Action Centre given that strong relationships with our member agencies are critical to the work we do. Recently, we have seen an extension of this concept into partnerships with other sectors of the community – for example, collaboration with the universities to bring students and community organizations through Service Learning – and collaboration with business to bring employees and voluntary sector organizations together through Employer Supported Volunteering. The fact that these types of partnerships are being sought out by our stakeholders shows a growing awareness, across all sectors, of the value of volunteerism. And this is exciting!



[Return to Table of Contents](#)

Treasurer Report

Jenny Baker

In fiscal 2006-2007 we built on the work started last year to strengthen our planning and budgeting procedures and to monitor our cash requirements. With the potential to experience funding cuts, we focused on developing a budget that protects our core services. The board of directors also made it a priority to establish and begin funding two reserve accounts; an operating and a capital reserve fund. Both of these tasks are complete.

We also reported last year that we were training a volunteer to complete some bookkeeping tasks. This arrangement continues to work well by adding some segregation of duties for internal control purposes and freeing up staff time for programme work.

Finally, the board member who was serving as back up will be assuming the role of Treasurer for fiscal 2007-2008. We expect a smooth transition because of the foundation work completed during fiscal 2006-2007.



[Return to Table of Contents](#)



Executive Director Report

Jane Hennig

Once again it has been an exciting year at the Volunteer Action Centre of Kitchener-Waterloo and Area. The team of staff and volunteers who collaborate in various projects and programmes have done an excellent job on behalf of our Centre and its member organizations.

During our strategic planning sessions in January and February 2007 the Board was able to clearly see the outcomes of our past plan and were able to congratulate each other on a job well done. Initial indications from our latest plan continue to the positive trend as witnessed in the recruitment of new members to fill our board of directors who have the talent and skills sets we need to build toward our future.

Staff members have shown their exemplary skills and talents as we have shuffled job responsibilities to accommodate our online services, the departure of Grace Niezen, and the arrival of Prachi Surti. When new opportunities and new talent combine, there is real value for the voluntary sector which is so dynamic. The focus of staff this year has been on research which supports and strengthens voluntary initiatives, employer supported volunteering and supported volunteering. These three focus areas are providing resources that will strengthen our core program areas.

The volunteers participating in the delivery of services at our centre are doing a wonderful job. They are an invaluable part of our team. Volunteers in the front office assist customers to find volunteer opportunities and assist with the administrative tasks in our organization. Volunteers on committees have contributed to the organization and delivery of such programs as the Leadership Café, National Volunteer Week package, Community Project Day and our 1st and 2nd Volunteer Impact Awards Gala which have both successfully been held since our last annual meeting.

I would like to take this opportunity to thank everyone who has contributed to the programs and services

~ continued next slide ~

Executive Director Report cont.

provided by the Volunteer Action Centre this year. Your efforts on our behalf are making a valuable contribution to the community we serve.

I would also like to emphasize my excitement at the directions of the Volunteer Action Centre as we move into the next program year. I look forward to continuing the good work that we are doing and finding new ways to bring the value of volunteering to the community with the help of all our members, community partners and volunteers.



[Return to Table of Contents](#)



Recruitment and Referral Report

Prachi Surti

Recruitment and Referral of Volunteers is one of the core services of the Volunteer Action Centre through which we support our stakeholders. This service connects people in the community with the organizations that need volunteers. Extra support is available for those with special needs.

Through speaking engagements, in-office support, our website and recruitment advertisements in media, we served a total of 72,856 people, over 200 clients with disabilities and 450 clients who stated that English is their second language during 2006/2007.

As demand for our support for new comers to Canada through volunteer involvement has increased, it has become apparent that we need a new approach to provide services to this group. We look forward to developing a Volunteer Readiness Training Curriculum that will educate and assist new comers to Canada to overcome barriers and find meaningful volunteer opportunities.

Apart from being one of the effective recruitment tools, our online database/website has also proved to be a very valuable data gathering and analysis tool. Here are some of the key findings that would assist our member organizations in the development of their recruitment strategies.

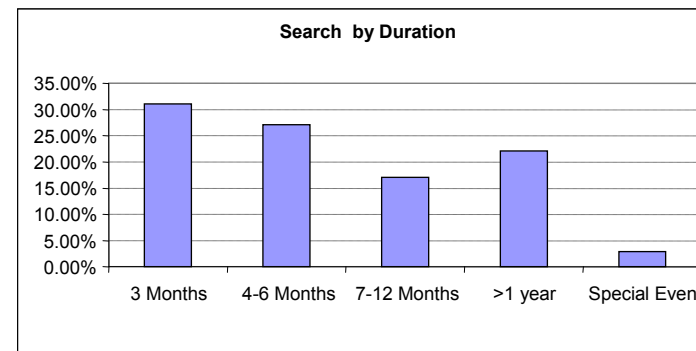
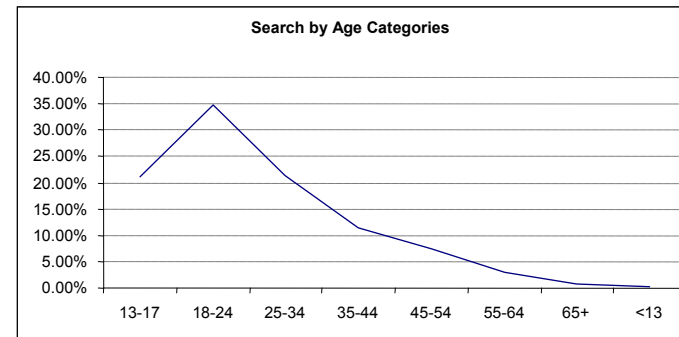
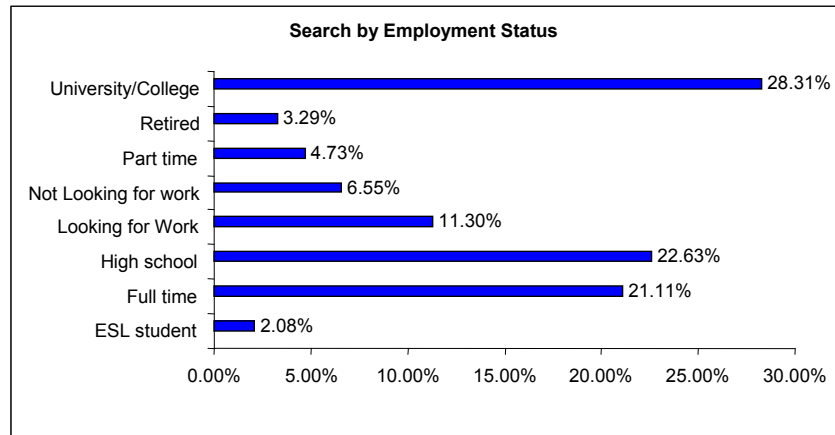
- Top 5 areas of interests searched by visitors to our website are:
 - Children/Youth
 - Teaching/Tutoring
 - Animals
 - Office Work
 - Special Events
- The number of unique visitors interested in any specific area of interest is more than the number of available volunteer positions. This implies that community needs expressed through the volunteer postings did not parallel with the potential volunteer preferences. The member organizations may have to reassess these preferences when designing positions.

~ continued next slide ~

Recruitment and Referral Report cont.

- 77% of the population that searched positions on the website were under 34 years of age, with the highest level of volunteer inquiries between the ages of 18-24. This can be attributed to the fact that we have 2 major universities and colleges in the community.
- Potential volunteers prefer to make a short term (3-6 months) volunteer commitments compared to long term (more than a year). Trial period volunteer positions may be a great way to encourage potential volunteers to try out positions that have long term commitments and then, focus can be shifted on volunteer retention programs.

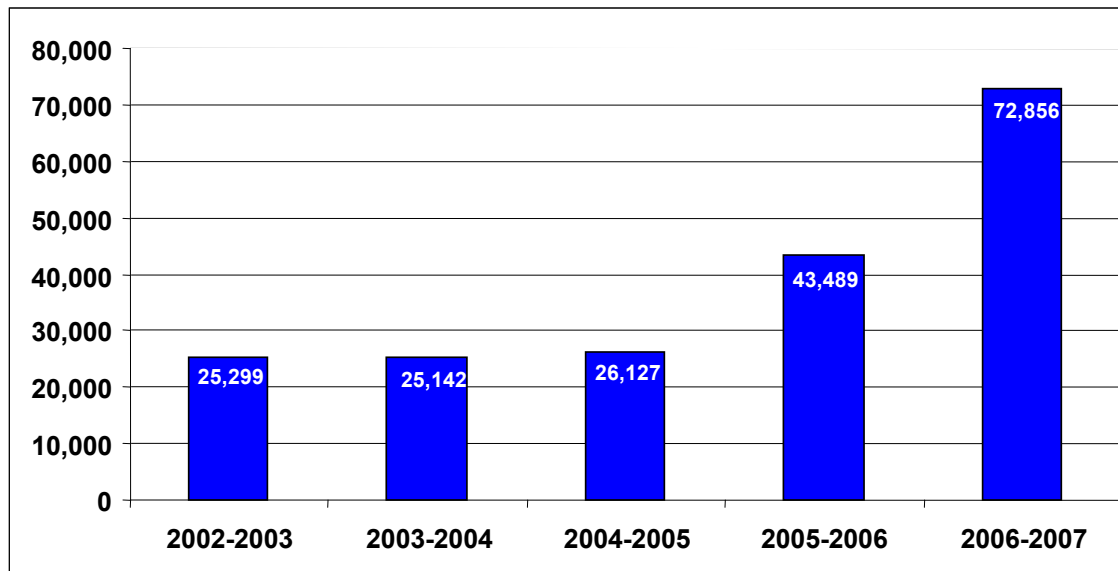
The past 6 months at the Volunteer Action Centre have been a great learning experience and I'd thank Jane Hennig, Gwenanne Jorgenson and Robin Harrington for sharing their knowledge and making the learning process enjoyable. It is truly satisfying to work in an organization that is so supportive.



[Return to Table of Contents](#)

Statistical Summary (April 1, 2006 – March 31, 2007)

Total Number of Referrals (office visits, recording fair stats, telephone referrals, ad responses, direct email responses, supported volunteering)	1,604
Total Number of Inquiries and Contracts (includes telephone, general emails, website visits)	69,044
Total Number of Promotion and Training (includes workshops, speaking engagement and fairs)	2,208
Grand Total	72,856





Professional Development and Consultation Report

Gwenanne Jorgenson

Learning and training is one of the keys to organizational success.

Knowledge development and dissemination represent the strategic of the professional development program area. Through the professional development series, consultations, research, newsletters and library resources the Volunteer Action Centre strives to connect the Voluntary Sector professionals with training and expertise to expand capacity and strengthen community.

The centre hosted 13 professional development events which were attended by 365 people. Selection of professionals development workshops is a reflection of the research and inquiries made by volunteer professionals. Themes for professional development series in 2006/2007 were:

- Recruitment – drawing on professionals from the Business Communication field to assist in captivating the correct message through words and verbal communication. Recruiting leaders, Leadership specialist D'Arcy Farlow helped participants to capture the interests of potential and existing community leaders.
- New Resources – With the support of CVI, Knowledge Development Centre and Volunteer Canada, OVCI and WLU we were able to share some new research on corporate volunteering, faith groups whose representation is often missing in volunteer management circles, tools on volunteer involvement and service learning.
- Risky Business – including tools to identify organizational risks through experiential learning at the Leadership Café, volunteer program risks and risk reduction through interview instructions.

Consultations from the membership and outside groups requesting the expertise of the staff at the Volunteer Action Centre have continued to grow in the past year. Requests for additional support often follow workshop themes with recruitment of volunteers being a predominant inquiry.

[~ Continued next slide ~](#)

Professional Development and Consultation Report cont.

Policy development, assisting with peer connections, connections with corporate volunteers and questions around screening procedures are also common discussions. Reflecting of trends observed from public speaking engagements and statistics from the Volunteer Action Centre website is also of large impact to the membership.

New resources including, Volunteer Centre toolkit hosted by Volunteer Canada, the CVI catalogue of resources and the Knowledge Development Centre research findings along with some new books on Risk Management and Governance have been added to our resource library to compliment learning.

Special thanks to our excellent resource speakers who offered their time and expertise to the voluntary sector in the past year. Thanks to you the membership for your active participation in facilitated discussions and for your intriguing inquiries. My involvement in learning and training in our community has been very rewarding.



[Return to Table of Contents](#)



Advocacy Report

The voluntary sector in our nation involves 11.5 million volunteers contributing some \$112 Billion to our economy yet this group has very little cohesiveness and rarely speaks out on its own behalf. The Volunteer Action Centre takes its commitment as the local voice for volunteerism very seriously.

With continual cuts in government funding at all levels, the Board and staff of the Volunteer Action Centre are actively seeking to meet and discuss the impact of these cuts on volunteerism in our community.

The Volunteer Action Centre has had an interesting year advocating for volunteerism and volunteer management practices in our Region. Staff members have worked with the Regional Municipality of Waterloo on its Pandemic Plan, with Wilfrid Laurier University and the University of Waterloo on various volunteer projects. We have also been involved in projects with Imagine Canada, Volunteer Canada and the Ontario Office of Canadian Volunteerism Initiative.

In addition to advocating on behalf of the organizations that need volunteers, we take the opportunity wherever we can to promote volunteerism in the community. Our public volunteer fairs are growing in visibility and attendance. We continue to work with the two local universities to facilitate fairs on campus and assisted with fairs at a number of regional high schools. Volunteer fairs continue to be an excellent forum for connecting the public with the services and volunteer opportunities of our membership.

Promotion of volunteerism is also the primary motivation for the many speaking engagements the staff of the Volunteer Action Centre delivers each year. This year staff participated in 32 speaking engagements that centred on volunteer involvement in our community.



Volunteer Services Report

Robin Harrington

IMPRESSIVE...INSPIRATIONAL...INVESTED

During the fiscal 2006-2007 year the staff of the Volunteer Action Centre has had the honour to work with very committed volunteers. We worked with and beside 25 office volunteers, 5 who assist with our fairs, 9 board of directors and 11 committee members. Our volunteers have collectively volunteered over 6500 hours. Each have shared with us their skills, their passion, experiences and knowledge.

Thank you to our office volunteers who have provided customer service in over 10 languages; donating 2452 hours to helping our office run efficiently. Your commitment to work in customer service, administrative support, special event coordination, database management, member relations and our volunteer fairs has helped in growing number of potential volunteers connect to their community.

Our committees, with the assistance and support of our Board of Directors have organized two successful Volunteer Impact Awards, National Volunteer Week, Community Project Day, two volunteer fairs, poinsettia campaign and 3 silent auctions in conjunction with our Volunteer Impact Awards gala and our January volunteer fair.

To our volunteers a big thank you. My involvement with recruitment, retention and recognition has been very rewarding this past fiscal year. You are each **...IMPRESSIVE...INSPIRATIONAL...INVESTED**

[Return to Table of Contents](#)



Sponsors and Supporters

Primary Supporters

City of Kitchener
City of Waterloo
Ontario Trillium Foundation (The)
Region of Waterloo
United Way of Kitchener-Waterloo & Area

Major Supporters

Manulife Financial
Research in Motion

Media Partners

96.7 CHYM FM/570 News
Rogers - daytime
The Record

Supporters

A&B Transfer Inc.
A&M Cookie Company Canada
Amplified Mid Life Crisis
Baker Sports Incorporated
Bank of Montreal
Bernafon Canada Ltd.
BMO Harris Private Banking
Bell Canada

Brick Brewery
Canadian Mental Health Association
Cassio
CDI College
Centre in the Square
Conestoga College
Conestoga Mall
Conestoga-Rovers & Associates
Conestogo Mechanical Inc.
Creskide Estate Winery
Crompton Inc.
Cook Homes Inc.
Cowboys & Angels Salon
Denison Print
Doon Heritage Crossroads
Dr. Seagrist SpaMed
Drayton Entertainment
Elmira Poultry
Finex Group
FM 98.5 CKWR
Framing & Art Centre Waterloo
Grand & Toy
Grand Valley Garden Village
Gutso Catering Company Inc.
Hauser
Heffner Toyota

Hi-Tec Sports Canada Ltd.
HL Stabeler
Homer Watson House & Gallery
Investor's Group
Joseph Schneider Haus Museum
King Crab Restaurant
King Street Trio
Krug Furniture
KW Materials Handling
Kitchener Rangers Hockey Club
Kitchener Waterloo Symphony
KPMG
Kuntz Electroplating
Laidlaw Transit Ltd.
Leadership Waterloo Region
leteke
Loop Clothing
Lutherwood
Maharaja Palace
Maple Leaf Consumer Foods
M & M Meats Shops
Minuteman Press
New Canadian Program
Nexcell Wireless-Rogers Dealer
Northfield Racquet Club
PricewaterhouseCoopers

[~ Continued next slide ~](#)

Sponsors and Supporters cont.

Supporters cont.

Princess Theatre
QLO Management Inc.
Rainbow Flowers
Raytheon
Rebel Creek Golf Club
Rubberline
Scholar's Choice Retail Store
Suds Express Inc.
TD Canada Trust
Theatre & Company
The Waterloo Chronicle
Tim Horton's
triOS College
Urban Body Health Spa
VIA Rail Canada
Vincenzo's
William Coffee Pub
Your Kitchener Market
Waterloo Golf Academy
Waterloo Regional Children's Museum
University of Waterloo
Waterloo Catholic District School Board
Waterloo Region District School Board
Wilfrid Laurier University
Wordsworth Books
Zehrs Markets
Volunteer Canada

Donations \$10.00 - \$1,000.00

Mary Anderson
Ian Ardill
Andrea Armstrong
Jenny Baker
Marilyn Berry
Mary Lou Binkle
Amanda Cassidy
Jennifer Cassidy
Sandra Cassidy
Jonathan Clayton
JD Coldham
CH2M Hill
Lia Charnicovsky
John & Cecilia Chiarelli
Conestoga College Volunteer Action Team
Conventree Capital Group Inc.
Reva Cooper
Sandra Ellis
Jane Farley
Mary Catherine Flannery
Jerome Freiburger
Tim Harrington
Mary Harrison
Steven Heimbecker
Doug Henry
William Henry

Jeremy Jeffery
Pam & Tyler Law
Anne Lavender
Jen Lee
Gary D. McQuaid
Bev Marshman
Sue Morgan
Vicki Nash-Moore
Grace Niezen
John Pries
Judy Roe
Marilyn Sinclair
Uma Sunda
Rachel Thompson
Family of Ferne Virley
Lisa Volpini
Carl Weldon



[Return to Table of Contents](#)



Organizational Memberships

Primary Members

AIDS Committee of Cambridge, Kitchener, Waterloo & Area
Alzheimer Society of Kitchener-Waterloo
Arthritis Society
Bereaved Families of Ontario-Midwestern Region
Big Brothers Big Sisters of Kitchener-Waterloo and Area
Brain Injury Association of Waterloo Wellington
Brush with ART
Business & Education Partnership of Waterloo Region
Canadian Blood Services
Canadian Breast Cancer Foundation
Canadian Cancer Society, K-W Unit
Canadian Hearing Society
Canadian Mental Health Association, Grand River Branch
Canadian Red Cross Society
Catholic Family Counselling Centre
Centre for International Governance Innovation
Chicopee Ski Club
Child Witness Centre of Waterloo Region
Christian Horizons
City of Kitchener
City of Waterloo
CNIB
Community Care Concepts of Woolwich, Wellesley and Wilmot
Community Justice Initiatives
Community Safety & Crime Prevention Council
Community Support Connections
Crohn's & Colitis Foundation of Canada
Easter Seals Society
Eating Disorders Awareness Coalition
Elizabeth Fry Society for the Regional Municipality of Waterloo
Extend-A-Family
Family & Children's Services-Waterloo Region
Focus on the Family Canada
Food Bank of Waterloo Region
Get Active Now
Girl Guides of Canada
Grand River Hospital
Grand Valley Trails Association
Habitat for Humanity Canada
Habitat for Humanity Waterloo Region
Hardy Hearts Cardiac Rehabilitation
Heart & Stroke Foundation of Ontario
Heartwood Place
Homer Watson House and Gallery
HopeSpring Cancer Support Centre
Hospice of Waterloo Region
House of Friendship
Huntington Society of Canada
Independent Living Centre of Waterloo Region
Interfaith Community Counselling Centre
J. Steckle Heritage Homestead
John Howard Society
Junior Achievement of Waterloo Region Inc.
Juvenile Diabetes Research Foundation
Kidney Foundation of Canada
KidsAbility Centre for Child Development
kidsLINK NDSA
Kitchener Downtown Community Health Centre
Kitchener Public Library
Kitchener Waterloo Special Olympics
Kitchener-Waterloo Children's Drama Workshop Theatre
Kitchener-Waterloo Multicultural Centre
Kitchener-Waterloo Sexual Assault Support Centre
Kitchener-Waterloo Symphony
K-W & Area Right to Life
K-W Access-Ability
K-W Habilitation Services
K-W Kinette/Kinsmen Clubs
K-W Seniors Day Program Inc.
Laurier Centre for Community Service Learning
Leadership Waterloo Region
Learning Disabilities Association of Kitchener-Waterloo
Library Services Centre
Literacy Group of Waterloo Region
Lung Association-Waterloo Region
Lutherwood
Marillac Place
MT Space
Multiple Sclerosis Society
Muscular Dystrophy Waterloo Chapter
National Service Dogs
Nutrition for Learning
Optimist Club of Kitchener Waterloo
Our Place Family Resource Centre
Parents for Community Living
Parkwood Mennonite Home Inc.
Participation House-Waterloo Wellington
Planned Parenthood Waterloo Region
Pride Staples-Central Ontario Development Riding Program

[~ Continued next slide ~](#)

Organizational Memberships cont.

Project Read Literacy Network
rare Charitable Research Reserve
Ray of Hope
Reaching Our Outdoor Friends (R.O.O.F.)
Regional Municipality of Waterloo
Regional Municipality of Waterloo: Doon Heritage Crossroads
Regional Municipality of Waterloo: Placement Services
Regional Municipality of Waterloo: Public Health Department
Regional Municipality of Waterloo: Sunnyside Home Registry Theatre
Saint Monica House Inc.
Salvation Army
Social Planning Council of Kitchener-Waterloo/Community Information Centre of Waterloo Region
St. John Ambulance
St. Mary's General Hospital
Sunbeam Residential Development Centre
Sunshine Dream for Kids
The Children's Museum
UNICEF Canada
United Way of K-W & Area
Waterloo Community Arts Centre
Waterloo County International Quilt Festival
Waterloo Grand River Kin Family (WGR)
Waterloo Public Library
Waterloo Region Track 3 Ski School
Waterloo Regional Arts Council
Waterloo Regional Block Parent Program
Waterloo Regional Down Syndrome Society
Waterloo-Wellington Autism Services
Women's Crisis Services of Waterloo Region

Working for Work Intercultural Skills Development Inc.
Y.M.C.A. of Kitchener-Waterloo
Y.W.C.A. of Kitchener-Waterloo

Associate Members

Habitat for Humanity (Canada)
International Student Office-University of Waterloo Student & Scholars Office
Kitchener Downtown Business Association
KW Islamic Association
Nithview Community
Ontario March of Dimes
Waterloo Public Interest Research Group
Wilmot Family Resource Centre Inc.
World Wide Opportunities for Women



[Return to Table of Contents](#)



Board of Directors

Sherry Currie – *President*
Sandy Nickel – *Past President*
Vicki Nash-Moore – *Vice President*
Jenny Baker – *Treasurer*
Lisa Volpini – *Secretary*
Susan Eckerle-Curwood - *Director*
Nathan Godfrey - *Director*
Pam Law – *Director*
Lisa Leachman – *Director*

Staff

Jane Hennig
Executive Director
Gwenanne Jorgenson
Community Relations Coordinator
Robin Harrington
Volunteer Services Administrator
Grace Niezen (until September 2006)
Customer Service Coordinator
Randy Magon (until September 2006)
Marketing & Development (Contract)
Prachi Surti (started December 2006)
Communications Coordinator

Office Volunteers

Ian Ardill
Maureen Baillie
Kim Cox
Deb D'Amours
Valentina Darastean
Sonia Dettweiler
Kathie Dunlop
Marilyn Eby
Arlene Frieburger
Janice Fuller
Ozana Gherman
Natasha Heeralall
Jessica Jainjia Haung
Jinzhu Jiang
Verna Keller-Virtual
Aurelie Laroye
Olga Nam
Pauline Nickel
Anna Pauser
Pat Pollard
Irene Tempest
Kumanan Thanikachalam
Susan Willsie
Helen Zhao
Julia Xiu

Fairs

Mary Anderson
Lynn Berry
Mary Lou Binkle
Barbara Cullen
Cathy Lang

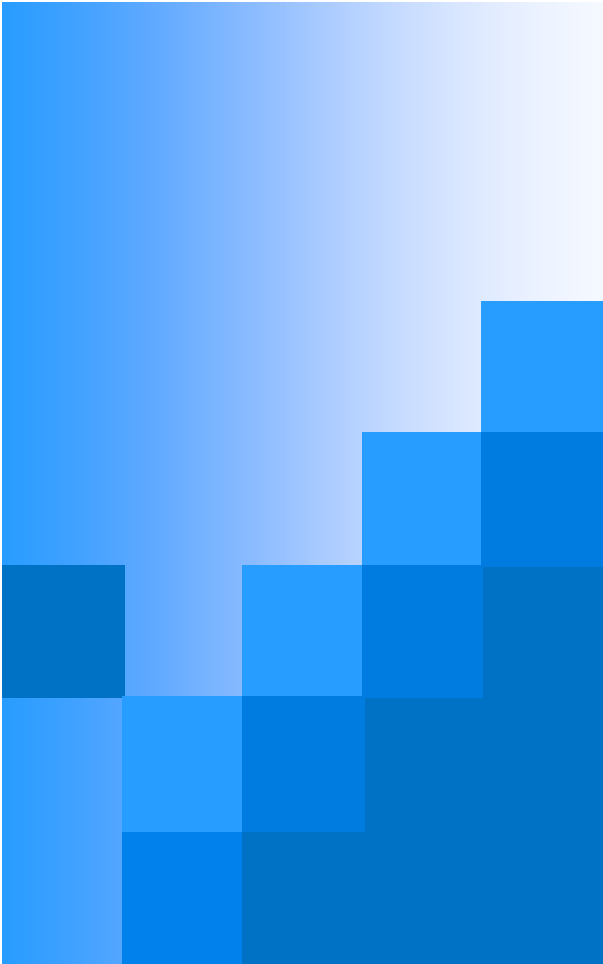
Committee Members

Ann Crump – *National Volunteer Week*
Sherry Erb – *National Volunteer Week*
Jo-Ann Hutchison – *National Volunteer Week*
Carrie Landry – *National Volunteer Week*
Rhonda Lee – *National Volunteer Week*
Teneil MacNeil – *Development*
Bridget McMahon – *Volunteer Impact Awards*
Jessica MainDonald - *Development*
Heather Nagel – *National Volunteer Week*
Lynn Teixeira – *National Volunteer Week*
Julia Xiu - *Development*

Workshop Presenters

Retention Keys – Sherry Erb, KPL & Gwenanne Jorgenson
References – Tami Turner, City of Kitchener
Your Elevator Speech – Harp Arora, Sedona Communication
Corporate Volunteering – Imagine Canada
Recruitment Ads That Deliver – International Association of Business Communicators
Energizing and Engaging Leaders – D'Arcy Farlow
Knowledge Transfer – Volunteer Centre of Guelph Wellington
Community Service Learning – Paul Davock, WLU
Leadership Café: Risk Management – Paulette Vinette, CAO
Interviewing Volunteers – Deborah Young CVA, Region of Waterloo

[Return to Table of Contents](#)



Volunteer Action Centre
300-151 Frederick Street
Kitchener, ON N2H 2M2

Phone: 519-742-8610

Fax: 519-742-0559

Website: www.volunteerkw.ca

Email: info@volunteerkw.ca