

point by point

MARCH 1990

VOL. 6

NO. 7

POINT NEWS

"DREAMING AND DOING" INSPIRES VOLUNTEERS

A day-long workshop on training and working with volunteers was sponsored by POINT and held in February at St. George's United Church. This was made possible by a grant from the POINT Endowment Fund which was established almost two years ago. (Please read more about the POINT Endowment Fund under POINT NEWS).

To kick off the workshop held February 7th, Gordon Cressy, a long-time supporter of POINT, was the featured speaker at a general meeting held the night before. Mr. Cressy, former President of the United Way and currently Vice-President, Development and University Relations at the University of Toronto, spoke on "Dreaming and Doing: making volunteers feel this is the most exciting thing they have ever done".

A very inspirational and entertaining speaker, Cressy used examples, anecdotes and quotations to make his main point that we must respond with passion and professionalism to the challenge of our vision. What follows are some highlights from his address:

* Volunteer service is an activity people do without remuneration to advance a cause.

Their reasons for doing so are varied: altruism, self interest, personal growth, networking, paying dues and enjoyment are the main ones.

* From the staff perspective, it is important to know how to recruit, train, place and thank our volunteers. Networking allows us to bring together people who are not part of the action.

* One challenge in Toronto is to change our reference groups to include the 52% of the population whose first language is not English. One successful example cited by Cressy was the International Cricket Match at the Dome sponsored by the United Way, which attracted an audience 90% non-white. This event made a connection to this segment of the population through an activity they enjoyed and supported. The object here is to create an atmosphere of trust. We do not want to be viewed as an exclusive, tight group. We should go out and bring people in, even though some risks are involved.

* We must be inventive in thanking volunteers in the most meaningful way we can think of. For example, thanking a corporate volunteer at the company's annual meeting will make him or her feel even more appreciated. Or find



people and organizations in north toronto
P.O.I.N.T. INCORPORATED



A United Way Member Agency

other people to thank your volunteers, such as their employers, not just your own organization.

* The difficulty of dealing with the "bad volunteer" is a problem which every organization must confront at some point. Volunteers find this difficult (particularly if it's a friend who isn't working out). Still, this painful duty must be tackled, said Cressy, because the whole organization is weakened by the bad volunteer.

* We should also remember to be honest in recruitment, and give accurate job descriptions, good training and placement. Volunteers should not stay too long in one place: it is time to move on when people still want you to stay.

* North Toronto is the heart and soul of Toronto, and we must get the new players in our neighbourhoods involved in our volunteer activities. Our mission is to help them solve their problems themselves.

During question period the topic of the bad volunteer was pursued. It was recommended that the person conducting the interview should be the chair of the organization, not a member of the staff, and that the volunteer be given the chance to improve, but be faced honestly with their shortcomings.

The question of fundraising was also discussed. To motivate others, you must feel comfortable yourself, said Cressy. Train your fundraisers, and try to find the niche or the issue that works for them. Personalizing your fundraising efforts by direct mail, phone calls to friends, and personal visits which say "you're important" are all significant methods. Finally, as a volunteer, you must make your own donation before you ask others to contribute.

Summing up, Cressy said that to retain volunteers, we must make them

passionate believers in their jobs; we must find the right spot for each of them at each step; and we must find the next spot for them before they become stale.

WORKSHOP HIGH POINTS

At the Wednesday Workshop Freda Finley introduced Marilyn McKenzie from Partners Plus who addressed an enthusiastic group about volunteerism. After organizing animated small group discussions (which established that volunteers definitely contributed to an organization) Marilyn went on to discuss the size and scope of volunteerism in Canada, trends in volunteering, and how these changes affect our dealings with volunteers.

* Volunteer organizations across Canada are increasing in number at the rate of 20 per week.

* Although the actual number of volunteers is increasing, the time commitment of each is decreasing and each is more particular about the type of work that she/he will do.

* More people in the work force are volunteering.

* Fewer non-working middle class women can provide the hours of volunteering that was once very common.

* Seniors are not volunteering to the extent that was anticipated, preferring travel, new vocations or new hobbies instead.

* Those organizations that tailor volunteer positions to the time volunteers have available, that effectively use the skills of the volunteer, that are efficient and honest in recruiting, training and evaluation, and that make volunteers feel needed and appreciated are thriving, whereas more traditional bureaucratic, authoritarian volunteer organizations that require extensive time commitments are not.

* More and more agencies are competing for the same volunteer and those that manage their volunteers

the best will have the easiest time recruiting and maintaining their volunteers.

Other segments of the population that could be tapped for volunteers were mentioned, such as fired executives who "need" to work, youth, volunteers who have just retired from a previous volunteer commitment, or two people who are willing to job share. Some companies are prepared to allow employees time off on a regular basis to volunteer thereby improving their corporate image.

Further ideas discussed in morning break-out sessions included Networking, Costs and Benefits (to both the agency and the volunteer), Problem Volunteers, Youth Volunteers, Senior Volunteers, and Volunteers in the Workforce.

After a light lunch, attendees participated in one of three workshops: Developing Effective Committees and Boards, Organizing Meetings and Creating a Positive Image for Your Group.

Participants at the meeting left the workshops very enthusiastic about volunteerism in Canada. Many new ideas were presented and more established views reiterated. Volunteers are a vital part of our society and working with volunteers demands skill and effective leadership.

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POINTers

POINT ENDOWMENT FUND SEEKS APPLICANTS

The POINT Endowment Fund was established in June 1988 as a result of a donation to POINT from the estate of Countess Mary Bieniewski. The original donation in the amount of \$50,000 has been further supplemented in the past year. The funds are being used as an endowment fund and annually provide in the neighbourhood of \$5,000 for the use of the North Toronto community to educate and train volunteers and staff and encourage and support voluntary services.

Does your group or agency need money.....

- * to start a new and innovative volunteer initiative?
- * to hire speakers for your volunteers?
- * to send staff to volunteer workshops?
- * for volunteer manuals, brochures or audio-visual materials?
- * for volunteer recruitment?

The POINT Endowment Fund is administered by a committee of the POINT Board. The committee will be meeting in early April to review this year's applications to the Fund.

FOR FURTHER INFORMATION AND
APPLICATION DETAILS CONTACT THE
POINT OFFICE 487-2390

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HAVE YOU BOUGHT YOUR TICKETS?

for POINT's Annual
Theatre Night
featuring: FAMOUS PEOPLE PLAYERS
Metro Convention Centre
Friday, May 11, 1990
7:30 p.m.
light refreshments following
the performance

Ticket prices:
\$80.00 (Patron)
\$50.00
\$40.00 (Youth 16 and
under)

.TICKETS ARE RESERVED AND WILL BE ON
A FIRST COME FIRST SERVED BASIS
.GET YOUR TICKETS NOW AND JOIN YOUR
FRIENDS AND NEIGHBOURS IN THIS FUN
FILLED EVENING

Ticket order forms available at the
POINT Office: 487-2390

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POINT MEETING TO CONSIDER FAMILY STRESS

POINT's next general meeting will
address Family Stress. The program
will be of particular interest to
families with younger children -
pre-school to Grade 6. Claire
McDermont will be the keynote
speaker,; there will also be small
group discussions. So mark you
calender for Tuesday, April 24 at
Allenby School. Check your April
Newsletter for more information.

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S.A.R.C. NEEDS YOUR HELP AGAIN!

Last February, POINT asked its
supporters to write letters of
support for "Transitions", a
document produced by the S.A.R.C.
(Social Assistance Reform Committee)
under direction of Judge George
Thomson. "Transitions" reviewed
existing welfare systems in Ontario
and recommended major changes in the
design and delivery of the welfare
system. Its recommendations would
allow many of the welfare recipients
to move from lives of dependency to
lives as full participants in and
full contributors to society.

"Transitions" received broad
community support. Its proposals
made sense - to the social services
sector, to business, to all of us!

In last May's budget, the government
allocated funds and resources for
the implementation of the reforms
recommended by "Transitions". But
that process of reform has stalled!

We're asking for your help again.
Please write to the Premier, the
Treasurer, Charles Beer, the new
Minister of Community and Social
Services, and Dianne Poole, our
local M.P.P., urging their support
of these much needed reforms.
Please write before the middle of
April. Your letters make a
difference! To receive more
background material, or a sample
letter, call the POINT office at
487-2390, and we'll send material
out to you. Thanks for your help.

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COMMUNITY NEWS

EATING DISORDERS FAMILY SUPPORT GROUP MEETS MONTHLY

If you are a parent, a sister, a brother, a spouse, or a friend of a sufferer of an eating disorder such as Bulimia or Anorexia, come and join the Anorexia Bulimia Family Support Group. Meetings are at Toronto City Hall, Queen Street, 7:30 p.m. the third Wednesday of the month. This group offers learning, sharing, lectures and support.

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NORTH TORONTO CELEBRATES CENTENARY

North Toronto was incorporated as a town on April 7, 1890 and remained a separate municipality with its own Town Hall at Yonge and Montgomery until it joined the City of Toronto in December 1912. Northern District Library and the North Toronto Historical Society will co-sponsor local history evenings and special events to celebrate the centenary. These will be held at Northern District Library, 40 Orchard View Boulevard (one block north of Eglinton, west side of Yonge Street).

Wednesday, March 28, 7:30 p.m. "The Town of North Toronto", a special lecture by Prof. J.M.S. Careless on the centenary of the incorporation of North Toronto as a town.

Wednesday, April 25, 7:30 p.m. "Toronto Streetcars", a slide talk by local historian and author, Mike Filey.

April 4 - 27: Young North Toronto Artists: an exhibit of student

artworks from Lawrence Park Collegiate, Northern Secondary School and North Toronto Collegiate. Saturday, April 7, 2:00 to 4:00 p.m.: North Toronto Celebrates 100! Festive celebration with refreshments, period entertainment, and the official opening of the Young North Toronto Artists exhibit.

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PC-COPS REPORTS FUNDRAISING SUCCESS

PC-COPS began as an idea for Division 53 in April 1989. Volunteers started canvassing for funds and participants in May 1989. The goal was to raise about \$21,000 to purchase the PC-COPS system and hardware. The goal has been reached - PC-COPS hardware and software were delivered to Division 53 Police station in February. P.C. Miedema has been busy sorting sign-up slips into manageable areas within the Division. A message will be sent out welcoming people to PC-COPS. Participants must sign a consent to have names and phone numbers on the system. To join PC-COPS or to request further information contact P.C. Sid Miedema at Division 53 (324-5300) or write to Division 53, Neighbourhood Watch, PC-COPS, 3266 Yonge Street, Unit 1514, Toronto, M4N 3P6. PC-COPS works most effectively when the majority of people in a neighbourhood are on the system. Those living in apartment buildings may be more vulnerable than those in houses if they lose touch with what is happening on the streets. PC-COPS aims to keep citizens informed about what is happening in the community.

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PLANNING REPORT CONTAINS VIEWS

Planning Toronto's Future: A Compendium of Community Views, Part II is a follow-up to a 300 page document released January 26th. The combined Compendium volumes include suggestions on how to plan for the City's future from more than 30 organizations, representing the diversity of Toronto's population.

Both volumes are available through public libraries in the City. The two-part report may be purchased for \$10 from the Resource Centre, Information Section, Main Floor, City Hall. Call 392-7186 for further information.

The City has also produced a 10-minute video in six languages, to heighten awareness of Cityplan '91, the Official Plan review process, and related opportunities for public participation. Groups interested in viewing the video, or with questions about the Official Plan, should call 392-0068.

HOSPICE SERVICES AVAILABLE

Bayview Community Hospice is committed to improving the quality of life for individuals with a life threatening illness. Emotional and physical support, compassionate care and companionship is provided to individuals and families. Referrals can be made by calling the Hospice - there is no charge for services. To request services, to volunteer, to make a charitable donation, or to register as a Supporter, contact: Bayview Community Hospice, c/o Pastoral Service, Sunnybrook Medical Centre, 2075 Bayview Avenue, Toronto M4N 3M5 489-0942.

FITNESS CHALLENGE PITS TORONTO VS. VANCOUVER

Wednesday, May 30 marks the date for this friendly competition. For the second consecutive year, the City of Toronto will be challenging Vancouver, B.C. Last year 237,000 Torontonians registered their 15 minutes of physical activity on Challenge Day and proved that Toronto was the fitter city. This was the first time Toronto has been a winner in its several years of involvement in the CrownLife PARTICIPAction Challenge! On May 30 be active and call the Toronto Challenge Hotline - 324-9977.

EMPLOYMENT PROGRAM OFFERED TO YOUNG SINGLE MOTHERS

The Young Mother's Employment Program will begin its Spring session on April 2, 1990, helping low income single mothers to plan, search and find jobs. The program runs 5 mornings a week for 6 to 8 weeks. Free TTC and Day care are provided. Agency and self referrals are accepted. For more information call 463-0299.

ENVIRONMENT

RECYCLING CONFERENCE SEEKS SPEAKERS

The Recycling Council of Ontario will hold its 11th Annual Conference from October 14 to 17, 1990 at the Caboto Club in Windsor, Ontario. "How to For '92": The Challenge of Reaching 25% Waste Diversion by 1992" will be attended by over 50

exhibitors and over 600 participants. Interested speakers are invited to submit a detailed abstract of up to 500 words, accompanied by a curriculum vitae before March 23. Selected speakers will be notified by the end of May. For further information, contact Recycling Council of Ontario at 960-1025.

"Beyond the Blue Box", your guide to waste reduction and recycling in Metropolitan Toronto is still available from Metro Toronto Works Department. This 40 page booklet is crammed with useful ideas about recycling items from coat hangers to furniture, and with suggestions to reduce our production of waste items. For your copy call 392-5420.

CONFERENCES SEMINARS WORKSHOPS

JLT MOTIVATING VOLUNTEERS

A "Motivating Volunteers" Workshop is being offered by the Junior League of Toronto on Tuesday, April 3 from 7:00 to 9:00 p.m. at the North York Central Library, 5120 Yonge Street (in the North York Civic Centre). What motivates people to volunteer and how to develop this positively is the main theme. Fee is \$10. For information call the Junior League at 485-4218.

LEARN TO SPEAK UP

Humber College is sponsoring a Workshop for administrators of volunteers on Friday, April 27 from

9:00 a.m. to 3:30 p.m. at their North Campus on Humber College Boulevard in Etobicoke. Speaking Our Minds: Public Speaking in Large and Small Groups gives you practice in the design and delivery of good speeches. The sessions focus on content and presentation and highlight the strengths of the participants. Fee is \$85. For further information call 675-3111, ext. 4418.

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GEORGE BROWN HAS INFORMATION ABOUT A SUPPORT CARE PROGRAM

George Brown College is providing a one-year certificate program in Support Care. This part-time program gives instruction in working with people who have physical disabilities. Information meetings, where interested individuals may also register and select courses, have been set up on Thursday afternoons from 1 to 2 p.m. on the following dates: March 22, April 5, April 19, May 3, May 13, May 31, June 7, June 14, June 28, August 30, September 6 at the Nightingale Campus, 2 Murray Street (south of College, west of University.) Call 867-2310 for further information or leave the date of the meeting you would like to attend.

...PLUS A PROGRAM ON INDEPENDENT LIVING FOR THE DISABLED

An orientation to Personal Assistance is a basic introduction to self-directed personal assistance for people who have a disability and for people involved with individuals who have physical disabilities.

The course will focus on the physical aspects of personal assistance, the nature of disabilities and the independent

living movement. This 18 hour course is being held March 13, 14 and 15 from 3 to 9 p.m. at George Brown's Nightingale Campus. Fee \$28.80. For further information call Elaine Smith at 867-2310.

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FREE INFORMATION FOR WOMEN ON WELFARE AND FAMILY BENEFITS

If you're a women living on welfare or family benefits between the ages of 35 and 55, "Options Workshop" may be for you. Sponsored by Opportunity for Advancement, a community-based, non-profit agency dedicated to promoting choices and growth for women. In keeping with its mandate to help low-income women and women living under stress "Options Workshop" will provide free information about decision-making, support groups, classes/school, job training and people in your community that can help. Group leaders will include women who have lived on welfare or family benefits. The workshop will provide FREE admission, FREE meals, breakfast, lunch and snack, FREE TTC tickets and money for childcare, if needed. The four-day workshop takes place at the Brownstone Hotel, 15 Charles Street East on March 15-16 and March 19-20 from 9:30 a.m. to 3:30 p.m. each day. For more information call 787-1481.

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SENECA AND SALVATION ARMY TEAM UP ON "ABUSED" CONFERENCE

In co-operation with The Salvation Army Pastoral Care Office, Seneca College is presenting Working With the Abused - a conference designed to increase the public's awareness, sensitivity, and identification of various forms of abuse. It will

also provide information regarding available community resources for victims and their families. This conference will be of particular interest to social workers, counsellors, the clergy and pastoral care workers, child care workers, the police, mental health professionals, continuing care professionals, family support professionals and health care professionals. Tuesday, March 14, 8:30 a.m. to 4:00 p.m., Seneca College, Leslie Campus (southwest corner of Leslie and Sheppard). Call 491-5050, ext. 2499 for further information.

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FREE - CANADIAN FUND RAISING BOOKS BY KEN WYMAN

Three books - Guide to Special Events Fund Raising, Everything You Need to Know to Get Started in Direct Mail Fund Raising, and the Guidebook to Fund Raising for Disabled People's Groups are now available through the offices of the Secretary of State of Canada. All three books are free of charge and also available in both French and English. For information on how to place your order and for information on consulting and training in fund raising, publicity and volunteer mobilization you may contact Ken Wyman and Associates Inc. in Toronto directly by telephoning 362-2926.

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EARN A CERTIFICATE IN VOLUNTARY SECTOR/ARTS MANAGEMENT

This program, offered at York University, is the only university based certificate course offering instruction in General Management for executives of not-for-profit organizations in Canada. The

program provides comprehensive, practical and integrated coverage of what it takes to effectively manage the modern human service or arts organization. The Summer intensive format of the certificate course requires a one-year commitment from participants. For two weeks in July of two consecutive summers the program is presented on the York University campus with most participants living in residence. Readings and Assignments are done between each summer session. Students graduate with a certificate at the end of the second summer session. An alternative format offering regular, year-round weekly sessions at a mid-town location may be developed to suit participant needs. Admission is open to paid staff or volunteers holding managerial positions in any type of voluntary, non-profit organizations. There are no formal education requirements. For further information you may attend an information meeting to be held at the Girl Guides of Canada, 50 Merton Street at 6 p.m. on March 22, or telephone the office at 736-5092.

PRIVATE COUNSELLING SERVICES

From time to time PINT BY POINT informs readers about private counselling services within our community. Information about these services comes to us unsolicited. When these services appear to meet a need within the community we like to make their existence known to our readers. But it should be emphasized that in many instances, we cannot vouch for their effectiveness, nor even for the

credentials of the individuals involved in providing these services.

STUDY SKILLS PRESENTED FOR SECONDARY SCHOOL STUDENTS

"The Winning Edge" for secondary school students may be more effective study habits. Mrs. Sharon Tarshis, M.Ed., offers a course in study skills starting April 26 for four Thursday evenings. The topics of time management, taking notes, reading effectively, and studying for exams will be covered in small groups, in space at Glendon College. The fee for the 4-2 hours sessions is \$150. For brochure or more information, call 487-1212.

LEARN ABOUT ART THERAPY

Toronto Art Therapy Institute offers morning Workshops for educators, mental health professionals, artists and interested individuals, demonstrating the contribution which Art Therapy can make to the multi-disciplinary team.

Each Workshop will begin with a spontaneous art experience (no previous experience necessary) followed by different case presentation each week, representing the wide variety of children, adolescent and adult needs which art therapy can serve. Offered on Thursday mornings in March from 9:00 to 12 noon. \$50 per workshop. Student Workshops also operate on Saturday mornings in March from 9:15 to noon. Cost \$25 and Student I.D. For information call 924-6221.

1. The first part of the report is a general introduction to the subject of the study.

2. The second part of the report is a detailed description of the methods used in the study.

3. The third part of the report is a discussion of the results of the study and their implications.

4. The fourth part of the report is a conclusion and a list of references.

5. The fifth part of the report is a list of appendices and a list of figures.

6. The sixth part of the report is a list of tables and a list of footnotes.

7. The seventh part of the report is a list of abbreviations and a list of symbols.

8. The eighth part of the report is a list of acknowledgments and a list of donors.

9. The ninth part of the report is a list of references and a list of footnotes.

10. The tenth part of the report is a list of appendices and a list of figures.