



Kelowna
Community
Resources



Community Information & Volunteer Centre



Bulletin November 2010

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Awards

EVA'S INITIATIVES' AWARD FOR INNOVATION.

Applications are now available for the sixth year of [Eva's Initiatives' Award for Innovation](#). New for 2011 is the opportunity for organizations working with homeless or at-risk youth to apply for an award for a project that is in the development stages. (See more about this year's application below). Housing Again has already profiled the three winners and two runners up for the 2010 Eva's Initiatives Award for Innovation, recognized for their exceptional work with youth experiencing homelessness. Another nominee chosen for this month's community spotlight is [Second Base Youth Shelter](#) in Scarborough, which provides emergency food, clothing and shelter for homeless youth and provides opportunities for youth in need to become self-reliant within their community. Second Base has 56 beds for youth between the ages of 16-21, says Paul Taylor, Executive Director. Their day drop-in resource centre provides access to a variety of supports that include an in-house GED Preparation Program, on-site health clinic, resume development, housing help, free haircuts, a hot lunch and other relevant workshops. In their application for the award, Taylor highlighted Second Base's food services program, Second Helping. This program is supported by paid staff as well as youth from the shelter who have participated in a food services training program and youth-led catering.

The purpose of this initiative is to provide employment training and income for street-involved youth, as well as to establish a new stream of funding for the shelter and its programming. The kitchen program prepares more than 43,000 meals on an annual basis. It was a natural next step to expand on this valuable training opportunity to launch a catering business, and Second Helping was born in 2008. Through hard work and word of mouth the business has earned a great reputation and now caters high profile events. Second Helping is now funded by the income it generates. "As a youth shelter not only do we understand many of the barriers street-involved youth encounter trying to access employment training and meaningful work, we are able to offer services and resources," said Taylor. Deadline for 2011 Applications is November 12, 2010

Also new this year to the Award of Innovation is a change in the criteria of the awards, intended to reflect the shifting needs of homeless youth and the rapidly evolving sector. "The staff and Board at Eva's Initiatives know that awards and citations draw attention to innovative programs and can assist greatly in building partnerships and securing funding", says Rachel Gray, Eva's Director of National Initiatives. "Each community has different needs and different approaches to meeting those needs, but one common fact remains - virtually all communities across Canada, large and small, are struggling to prevent and end youth homelessness."

Winners will be community organizations demonstrating innovation in one or more of the following ways:

- Delivering services that help homeless and at-risk youth achieve greater self-sufficiency
- Demonstrating ways to help prevent or end youth homelessness
- Including green or environmental strategies in their programs
- Engaging youth in ways that foster leadership development
- Entering into research collaborations and demonstration projects

Deadline for applications is November 12, 2010 at 9 pm EST. Applications are now available [online](#). For more information or to receive an application by email, contact: awards@evas.ca



SOURCE: *Raising the Roof, Housing Again Bulletin #135 October 2010*

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DONNER AWARDS PROGRAM ANNOUNCES TWENTY FINALISTS

Twenty organizations across Canada have been named among the best-managed nonprofit social service agencies nationwide. They're in the running for \$60,000 in prize money as finalists for the 13th annual [Donner Canadian Foundation Awards](#) for Excellence in the Delivery of Social Services. This year, 514 social service agencies from across Canada applied for the awards. Participating organizations are ranked on their performance in 10 key areas,

including management and governance, the use of staff and volunteers, innovation, program costs, and outcome monitoring. The twenty finalists are:

Elizabeth Fry Society Mainland Nova Scotia (Halifax, NS); London Crisis Pregnancy Centre (London, ON); Community and Primary Health Care - Lanark, Leeds and Grenville (Brockville, ON); Centre for Affordable Water and Sanitation Technology (Calgary, AB); Sarnia Lambton Rebound: A Program for Youth (Sarnia, ON); Saskatchewan 4-H Council (Saskatoon, SK); Fraser Recovery Program (Quebec, QC) Fresh Start Recovery Centre (Calgary, AB); Simon House Residence Society (Calgary, AB); Alice Housing (Dartmouth, NS); Inner City Home of Sudbury (Sudbury, ON); Minden Food Bank (Minden, ON); Cariboo Chilcotin Child Development Centre Association (Williams Lake, BC); Big Brothers Big Sisters of Peterborough (Peterborough, ON); Educational Program Innovations Charity Society (North Sydney, NS); Community Living Peterborough (Peterborough, ON); Maidstone Group Home Society (Maidstone, SK); Multiple Sclerosis Society of Canada - Calgary and Area Chapter (Calgary, AB); Alzheimer Society Huron County (Clinton, ON) Alzheimer Society of Oxford (Woodstock, ON). The top organization in each of seven categories of social service delivery will be awarded \$5,000, while the \$20,000 William H. Donner Award for Excellence will be presented to the highest performer overall. The awards will be presented on November 4 at a celebration in Toronto. For more information, visit: www.donnerawards.org

SOURCE: CharityVillage, Village Vibes, October 25, 2010

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CANADIAN FIRM WINS INTERNATIONAL DIRECT MARKETING AWARD

Stephen Thomas Ltd (ST), a Canadian marketing, communications, and fundraising agency, is the proud recipient of an ECHO Leader Award. Every year, the DMA International ECHO awards honor excellence in creativity, marketing strategy, and response results in direct marketing campaigns. "Every year, entries are submitted for the International ECHO Awards from all over the world," said Neil Gallaiford, President and CEO, Stephen Thomas Ltd. "This year, ST was proud to submit an integrated campaign for Kids Help Phone called Buy a Kid Some Time. The results for this innovative campaign were stellar and we are thrilled to report that it has won a coveted 2010 International ECHO Leader Award." For more information, visit: www.dma-echo.org.

SOURCE: CharityVillage, Village Vibes, October 18, 2010

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## Facts and Trends

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CORPORATE GIVING FALLS

According to a new US report, corporate giving fell at 59% of companies in 2009, with 40% of companies decreasing by 10% or more. Comparatively, 36% of companies increased giving, with 20% of companies increasing by 10% or more. Five percent of respondents experienced negligible changes in giving levels. --

SOURCE: CharityVillage, Village Vibes, November 1, 2010 (Committee Encouraging Corporate Philanthropy: CECP)

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US WOMEN GIVE MORE MONEY, AND MORE OFTEN, TO CHARITY THAN MEN

According to a new US report, women are more likely to give to charity than men, at all income levels. For example, 96% of women making more than \$103,000 per year reported giving gifts to charity, as opposed to 76% of men at the same income level. Another interesting finding of the report: in all but one income level, women gave more than men did.

SOURCE: CharityVillage, Village Vibes, October 25, 2010 (Women's Philanthropy Institute, Center on Philanthropy at Indiana University)

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CANADIANS OPTIMISTIC ABOUT QUALITY OF LOCAL ENVIRONMENT

A new survey shows Canadians are generally positive about the quality of the environment in their own community, even though they rate the environment as the top problem facing the world today. Canadians give strong ratings (excellent or good) to all areas of the local environment: water quality (80%), air quality (74%), protection of local wildlife and green spaces (68%), waste management (68%), and quality of water in lakes and rivers (56%). In addition, close to half (48%) believe the quality of the local environment is not changing over time, but the remainder say it is getting better (34%) rather than worse (16%).

SOURCE: CharityVillage, Village Vibes, October 25, 2010 (EnviroNics Research Group)

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DONORS STILL PREFER GIVING BY CHEQUE

According to new US research, 79% of donations are still made by cheque. Research conducted earlier this year found that 36% of donors give by either a credit card or a debit card, while 54% prefer to give by cheque. Only 9% of donations are made by credit or debit cards, although growth in this area has seen double digit numbers in recent years.

SOURCE: CharityVillage, Village Vibes, October 18, 2010 (VISA)

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AMERICANS OVERWHELMINGLY SUPPORT CAUSE-RELATED MARKETING

According to a new US survey, 41% of Americans say they have purchased a product in the past year because it was associated with a social or environmental cause, a two-fold increase since the survey began in 1993. Furthermore, 88% say it is acceptable for companies to involve a cause or issue in their marketing; 85% have a more positive image of a product or company when it supports a cause they care about; and, 80% are likely to switch brands, similar in price and quality, to one that supports a cause.

SOURCE: CharityVillage, Village Vibes, October 12, 2010 (Cone LLC)

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SMOKING RATES AMONG TEENS AND YOUNG ADULTS CONTINUE TO DECLINE

Data from Statistics Canada's 2009 Canadian Tobacco Use Monitoring Survey shows that daily or occasional smoking by Canadians 15 and older has declined from 25% in 1999 to 18% in 2009. The rate for teens aged 15 to 18 dropped by 2% between 2008 and 2009 to 13%, and 23% of young adults aged 20 to 24 reported smoking regularly in 2009, compared to 27% in 2008. According to the CBC, a spokesperson from the Canadian Cancer Society stated that tobacco use is still much too high, and that the decline in tobacco use amongst those ages 15 and older has slowed since 2005. [Read more.](#)

SOURCE: First Call's Weekly Announcements, October 1, 2010

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Financial

AVIVA COMMUNITY FUND COMPETITION NOW OPEN

The Aviva Community Fund competition is back again this year, with registration and voting open now. This year, Aviva Canada is doubling its 2009 pledge of \$500,000 by offering \$1 million to lead, empower, and support community initiatives across the country. Last year, eight winners were selected and the Aviva Community Fund's \$500,000 pledge was put to work on projects such as building a kitchen at a youth centre in Moose Jaw, constructing much-needed playgrounds in Burnaby and Brantford, and building a lodge at a camp for kids touched by chronic illness in Prince Edward Island. For more information, and to submit or vote on an idea, visit: www.avivacommunityfund.org/search/grid.

SOURCE: CharityVillage, Village Vibes, November 1, 2010

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DOJIGGY GIVING SEEKS PROPOSALS

Online fundraising software services provider, DoJiggy, announced a call for grant proposals for their 2010 DoJiggy Giving™ program. DoJiggy Giving supports schools, nonprofit, and community organizations through donating a percentage of the company's annual profits as well as in-kind services. Last year the company received more than fifty applications and awarded seven organizations with cash grants in the amount of \$500 - \$1,000. This year DoJiggy will award a minimum of \$7,500 in cash grants to deserving organizations in the US and abroad. For more information, and to submit an application, visit: www.dojiggy.com/app/about/giving.cfm.

SOURCE: CharityVillage, Village Vibes, October 25, 2010

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PARTICIPATE IN SURVEY: LEGACIES AND BEQUESTS

Billions of dollars are being transferred to charities and nonprofit organizations now and in the near future through legacy gifts and bequests. If you're in a leadership position in management and/or fundraising, you need to know how your organization is faring, whether your group is part of this extraordinary transfer of wealth, or is being left on the sidelines.

Give Green Canada (a project at Tides Canada Initiatives) and CharityVillage® have launched an international survey to explore the current landscape of legacies and bequests. The survey was developed in consultation with the Association of Fundraising Professionals (AFP), Partnership for Philanthropic Planning, USA (PPPnet), Canadian Association of Gift Planners (CAGP-ACPDP), European Association for Philanthropy & Giving (EAPG), and the Showcase for Fundraising Innovation and Inspiration (SOFII) UK, among others.

If you are an executive director/CEO, development or advancement director, fundraising and marketing director, gift planner and/or an estate administrator, then you are invited to participate. Trust officers at financial institutions are also very welcome to take the survey.

What's more, you could win an Apple iPad just for taking the time to complete the survey. Click here to participate: www.charityvillage.com/surveys.

SOURCE: CharityVillage, Village Vibes, October 18, 2010

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GATES FOUNDATION PARTNERS WITH ABC NEWS ON NEW GLOBAL HEALTH INITIATIVE

ABC News recently received a \$1.5 million donation from the Gates Foundation in support of their new series called Be the Change: Save a Life, which will begin in December and continue through 2011. The yearlong project will aim to focus attention on the diseases and health conditions that afflict the world's poorest people. ABC News plans to spend more than \$4.5 million on the initiative. The Bill & Melinda Gates Foundation is giving \$1.5 million more for overseas travel and production. For more information on the project, visit: abcnews.go.com.

SOURCE: CharityVillage, Village Vibes, October 12, 2010

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WORLD'S LARGEST SEARCHABLE DATABASE OF CHARITABLE DONATIONS

Blackbaud Inc. announced that it has acquired California-based NOZA, Inc.™, an innovator in the emerging semantic search industry and creator of the world's largest searchable database of philanthropic data. A long-time partner of Blackbaud's, NOZA provides philanthropy data that is used by nonprofits to identify prospects for charitable giving. NOZA's database is comprised of detailed charitable donation information that has been collected from publicly-available Internet locations. It contains nearly 50 million donation records to U.S. nonprofits as well as more than 2 million Canadian giving records. For more information about the acquisition, visit: www.blackbaud.com.

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BURSARIES FOR YOUTH IN AND FROM CARE

The Federation of BC Youth in Care Networks Dream Fund includes 2 distinct bursaries for young people, 14-24 years old, in and from care who are wanting to improve their skill sets through higher education, training, workshops or other skill building activities (i.e. Driver lessons, food safe, fork lift certificates etc). Education Achievement Bursaries assist youth in and from government care who plan to attend, or are attending, a designated post-secondary academic institution with the costs of tuition and books. This bursary is worth up to \$2,500 per academic year. Reach for Success Bursaries assist young people in and from care with the financial costs associated with workshops, tutoring, attendance at conferences, or participation in other skill building activities (driver lessons, food safe, etc) that require a fee. Applicants can apply for up to \$500 a year. If you are wanting to take a course and not sure if this bursary will cover it please call Sam Pothier at (604) 527-7762 ext. 108. THE APPLICATION DEADLINE FOR THESE BURSARIES IS ON THE SECOND FRIDAY OF MARCH, JULY AND NOVEMBER. If you are interested in applying please check our website at www.fbcyicn.ca or email Sam Pothier at sam_pothier@fbcyicn.ca.

SOURCE: First Call's Weekly Announcements, October 13, 2010

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WORKPLACE TRAINING FOR INNOVATION PILOT PROGRAM: CONSULTING ASSISTANCE

Did you know the Canadian Government has set aside money to grow your business? By now everyone has heard about the "Economic Stimulus". There is \$14 million worth of grant money available for small businesses in BC. We are helping you access the money that has been allocated for you. All you have to do is apply!! Contact us and we will help you with the process.

Who is Eligible ? Small businesses and Not for Profits in British Columbia

- To qualify you must have 2-50 employees
- Have been in business for at least one year
- Be in good standing with BC Registry

What is available ? Up to \$5,000 per company

- There are grant dollars available for training employees
- The limits are up to \$1500 per employee to a maximum of \$5000 per company
- There is no cost to the owners for this training or for the grant

Evolve Now Training Solutions is providing qualifying companies complementary comprehensive training needs analysis. We can work with the business owner to establish their challenges and needs, then make our recommendations for training based on our findings. We facilitate the process for the businesses to access the grant. We book the training based on your specified target area, your staff attend and the results of our efforts are soon to pay off.

You can access training in the following areas to improve your business:

- Sales
- Leadership
- Management
- Communication
- Social Media

....or you tell us – What kind training do you need?

Our mission is to help Entrepreneurs align their business and people plan.

HOW do you get it? Contact: Lisa Laing (250) 215-1791 or lisa@evolvenow.ca. The Ministry of Advanced Education and Labour Market Development has not pre-approved nor endorsed any courses, programs, or training providers with respect to WTIP. For more information, please visit the WTIP website www.aved.gov.bc.ca/workplace_training_program or contact the Program Administrator (Chemistry Consulting Group Inc.) toll-free at 1.877.365.5757

SOURCE: Results Now Inc., Lisa Laing

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CITY OF KELOWNA ARTS, CULTURE & HERITAGE GRANTS

Deadline for applications: 3:00pm, December 17, 2010 The City of Kelowna Cultural Services Branch has opened the 2011 grant cycle. Guidelines for Operating Grants, Project Grants, and Community Public Art Grants are available online at kelowna.ca/culture. Non-profit organizations that have been incorporated for at least one year and provide the majority of their service within the City of Kelowna are eligible to apply. Only those non-profits with

an Arts, Culture or Heritage mandate are eligible to apply for Operating Grants. Organizations that are interested in applying for a Project Grant must contact Cultural Services to receive an application form. Please contact Cultural Services for more information at culture@kelowna.ca or 250-469-8474.

SOURCE: City of Kelowna, Recreation & Cultural Services, Stephanie Moore, Community Recreation Coordinator

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KCR Database

2010 HOLIDAY EVENTS GUIDE

The 2010 Holiday Events Guide lists free and low cost events from Lake Country to Peachland between mid-November and January 1st. A total of 50,000 copies will be distributed in the Capital News on Sunday, November 14th. You can access a copy on the [Capital News](#) or [KCR](#) websites.

SOURCE: Kelowna Community Resources, Dawn Wilkinson

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Local News

EQUIPMENT AVAILABLE

Jacobsen GM has a multifunctional unit to donate to a non profit group in return for a tax receipt. The unit is a Ricoh MP 2018D and it copies, prints, faxes and scans to email. For information, contact is Neil Martin at Jacobsen GM at 250.860.7700.

SOURCE: Ricoh Canada, Tony Lenarcic, Account Executive, November 2, 2010

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CITY OF KELOWNA - CULTURAL PLAN SURVEY

The City of Kelowna is developing a new Cultural Plan and would like your input.

Complete the survey at www.surveymonkey.com/s/culturalplansurvey and join in the discussion on our [Facebook](#) page:. Watch for information on our open house in late November!



SOURCE: Rotary Centre for the Arts, November 2010 Newsletter

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ADOPTION: INFORMATION EVENING

The Adoption Centre of British Columbia invites you to attend an information evening on November 9, 2010 from 6PM to 9PM to learn about adoption options both domestically and internationally for British Columbia families. At this information session participants will be able to meet with other adoptive families and hear about their adoption journeys. To register, please contact The Adoption Centre Of British Columbia at 250-763-8002 or 1-800-935-4237.

SOURCE: Kelowna Community Resources, Jenn Wall

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CATCH'S STATE OF THE CHILD REPORT: CENTRAL OKANAGAN RELEASE EVENT

This [report](#) was established by CATCH in 2008 and its goal is to highlight those issues effecting children's health in the Central Okanagan.

Each issue is released annually on or near National Child Day, November 20th

SOURCE: Community Action Toward Children's Health, Eve Layman, October 27, 2010

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EMPLOYMENT OPPORTUNITY

NOW Canada is looking to employ a House Director for its mom and child home. This position would most likely suit a mature, single woman as there are no men allowed in the home. This is a live-in position. The House Director would be provided with full room and board, plus a basic salary. She is required to be at home every night for 5pm dinner, 8pm curfew and overnights. Parenting experience is essential as participants staying in this home have either babies or young children, or are working towards getting custody of their children. NOW partners with Ministry of Children and Family Development (MCFD) to offer these services, therefore previous working with MCFD is an asset. NOW's House Directors ensure the home offers a safe environment so participants can concentrate of their recovery. They act as a positive role model to participants and assist them in learning the life-skills they need to acquire, such as cooking, cleaning personal hygiene. House Directors also assist participants in developing their personal skills such as communication. House Directors are experienced in dealing with the challenges that occur in the homes and enforce an alcohol and drug free environment. They ensure chores are completed, weekly house meetings are attended, curfews are met and that participants remain respectful towards each other. A House Director needs to be an excellent team player, have a great amount of patience, and understanding and display a professional attitude and good boundaries. She needs to be caring and compassionate with a good working knowledge of street-related/drug/addiction/mental health issues and recovery. For further information, please contact Cindy Nichol, Program Coordinator, NOW Canada Society on 250.763.3876.

SOURCE: NOW Canada Society, Liz Talbott, Executive Director

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2010 NIGHT OF THE ARTS

Christmas season kicks off November 20 in Kelowna with the sixth annual Bridge Youth and Family Services' 2010 Night of the Arts concert and silent auction at the Kelowna Community Theatre. Aside from a superb line-up of eight Okanagan bands the evening will mark the CD release of An Okanagan Christmas. The 11-song album features 10 Okanagan bands - with all profits to the Bridge Youth and Family Services' programs (assisting young families and youth at risk). Five of the songs are originals. Robert Fine and his 14-piece Dreamland Band will headline this year's event. Music lovers will also enjoy multiple award winning folk and gospel star Corey Doak, the superb, award-winning (and totally classy) Bluegrass band Day Late and A Dollar Short, a little crazy but a whole lot cozy Cowboy Bob, singer songwriter Gary Smyth, the truly awesome vocals of the Deb Stone Band, new kids in town Colors & Tone, and the spell-binding Balmoral Orchestra (featuring members of Ten2Nine). Numerous Okanagan visual artists will contribute pieces of work towards the silent auction including sculptor Jim Krahn, wood craftsman Dave Stratten, and popular painter Yvonne Moorish. A large variety of other silent auction items will also be available - offering various unique Christmas gifts. Doors open at 6 concert starts at 7. Admission is by donation. "We want people to come and enjoy the music and the energy of the evening, and hopefully learn a little bit about what we do," says the Bridge Executive Director Dennis Dandeneau. Dandeneau explains funds raised from the event (and CD sales) will expand greatly needed services to local children, youth and families, "in particular programs to serve young people 15-29 years, who are homeless or at risk of homelessness. The program will assist young people to also obtain an income, manage a budget, reconnect with family (if appropriate), and develop employment and life skills." If you want to donate art work or a new item for the silent auction, contact the Bridge Youth and Family Services at 250-763-0456.

SOURCE: Charlie Hodge, October 2, 2010

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SHAKEN & STIRRED

Saturday November 27th, 6PM- 12AM

As an arts and entertainment destination, The Rotary Centre for the Arts is opening the doors to a "Shaken & Stirred" entertainment experience! Our mandate is to foster participation and appreciation of the arts. Come and experience artists drawing, dancers dancing and musicians playing at this visually stunning and captivating evening of entertainment. Join emcees Andy & TJ of Silk FM for a full evening of fun. Tickets are \$125.00 or buy 10 tickets and get 2 FREE.

SOURCE: Rotary Centre for the Arts, Special Bulletin, October 21, 2010

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CHRISTMAS DAY DINNER 2010

It's time to spread some Christmas cheer!

Over 3 million Canadians live in a low-income situation and many of them can't afford turkey dinner, presents, or have someone to share it with. Victory Life Fellowship doesn't want anyone to spend Christmas Day alone!

On Saturday, December 25th we will host the 7th Annual Christmas Day Dinner from 5 pm to 7 pm at the Parkinson Recreation Centre. There will be:

- A full sit down turkey dinner with all the trimmings
- Gifts for all that come through the doors
- Draws for door prizes
- A food gift bag for each family
- An evening full of song and drama to entertain the guest.

It will be a relaxing evening full of Christmas cheer! Absolutely everything is FREE to each guest and we are expecting approximately 500 guests to attend. Please take this opportunity to partner with us by providing a cash or online donation. Or you can volunteer to help with set up on December 24th or with the dinner on December 25th.. To volunteer please let us know by December 1st. To volunteer or for more information contact Victory Life Fellowship at vlf@shaw.ca, phone 250-862-3044 or visit the [website](#)

SOURCE: Victory Life Fellowship, Cassandra Linton

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National News

AUDITOR GENERAL'S REPORT PRAISES CANADA REVENUE AGENCY

The Canada Revenue Agency (CRA)'s practices for ensuring that registered charities comply with the Income Tax Act are thorough and the agency is keeping the public informed, says Sheila Fraser, the Auditor General of Canada, in her latest report. The audit found that the Agency follows a thorough process to review applications for registered charity status, carries out audits to ensure that registered charities continue to meet their obligations under the Act, communicates well with charities and donors, has practices to ensure that the information it provides is accurate, and that its information products are well-designed and available in a variety of formats. The agency also gets feedback from users to check that the information it provides continues to meet their needs. For more information, visit: www.oag-1ebvg.gc.ca.

SOURCE: CharityVillage, Village Vibes, November 1, 2010

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CANADIAN NONPROFIT EXECUTIVES EARNING MORE THIS YEAR

The 2010/2011 Association Executive Benefits and Compensation Report released by the Canadian Society of Association Executives (CSAE) reports that the sector's most senior executives saw compensation gains of 4.2% to 5.9%, exceeding anticipated increases of 3.5% to 4.6% previously forecast for this year. The year-over-year trend for the three managerial levels below that of chief staff officer (CSO), however, remained "flat." Industry/trade and professional associations maintained their lead as the highest paying organizations in the not-for profit sector, with

the highest executive earnings reported in Ottawa and Toronto. The report also notes that executive compensation increases directly with organizational revenue. In addition, chief staff officers with significant policy power earn approximately 62% more than administrative CSOs and 24% more than those executives who balance administrative support with policy-directive activities. For more information, visit: www.csae.com.

SOURCE: CharityVillage, Village Vibes, October 25, 2010

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FEDERAL GOVERNMENT RESPONDS TO SENATE REPORT ON POVERTY

The Senate Standing Committee on Social Affairs, Science and Technology released its landmark report on poverty, housing and homelessness in Canada, In From the Margins: A Call to Action on Poverty, Housing and Homelessness in December 2009. Among the 74 recommendations of the report, the following echo our positions:

- That the federal government adopt as a core social policy poverty eradication goal that all programmes dealing with poverty and homelessness are to lift Canadians out of poverty rather than make living within poverty more manageable and that the federal government work with the provinces and territories to adopt a similar goal [Recommendation 1];
- That the federal government establish with the provinces a goal that individuals and families, regardless of the reasons for their need, receive incomes totaling at least after-tax LICOs [Recommendation 4]
- That in recognition of both Canadian obligations under international human rights law, and their importance in claiming access to appropriate programs and services, explicitly cite international obligations ratified by Canada in any new federal legislation or legislative amendments relevant to poverty, housing and homelessness [Recommendation 31]
- That the National Child Benefit be raised, incrementally and predictably, to reach \$5,000 (in 2009 dollars) by 2012 [Recommendation 34].

This week, government issued a disappointing response to the report. Campaign 2000 and First Call issued a media release in response:

The Government of Canada has turned its back on low income people in Canada, the diligent work of the Senate and the majority will in the House of Commons for serious action on poverty. In its response to the 2009 Senate report In From the Margins: A Call to Action on Poverty, the government of Canada rejects the comprehensive recommendations in the report. It is noteworthy that all parties in the House of Commons excepting the minority Conservative government party support aggressive policies to drive down the poverty rate. At least 1 in 10 Canadians was experiencing poverty before the economic turmoil set in. As Canadians continue to live through the economic upheaval of the past few years, it becomes clear that the situation will get worse before it improves. Current indicators highlight the numbers of people who have exhausted EI benefits, the rising caseloads of people applying for social assistance, and a record high rate of Canadians carrying debt. Read the Senate report In from the Margins [here](#).

SOURCE: First Call's Weekly Announcements, October 1, 2010

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Provincial News

BC GOVERNMENT LOOKING FOR FEEDBACK ON COMMUNITY INTEREST COMPANIES

The BC Ministry of Finance is considering amendments to the Business Corporations Act to allow for the incorporation of a new hybrid type of company, the Community Interest Company (CIC), which would both benefit the larger community and allow limited investor returns within the context of a traditional for-profit company. CICs would allow an option currently not available with a regular business corporation, whose primary focus is making money for shareholders, or a society, which is not allowed to make a profit. The ministry seeks the input of all British Columbians on the CIC model and its potential impact on existing nonprofit and for-profit entities operating in the province. The deadline for feedback is December 1, 2010. For more information, visit: www.fin.gov.bc.ca.

SOURCE: CharityVillage, Village Vibes, November 1, 2010

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ADOPTION AWARENESS

November 1 marks the start of National Adoption Awareness Month in Canada and the US. It's a month to celebrate adoptive families and remember the children around the world who are still waiting for unconditionally committed families and permanent homes.

The [Adoptive Families Association of BC](#) invites you to join them in helping to raise awareness this month about adoption and the needs of BC's Waiting Children.

In BC currently:

- Over 1,300 British Columbian children are currently wait-listed for adoption. About 150 of these children are less than 2 years of age. Others are older. Some are teens.
- Over one-third are Aboriginal or Métis children and need an approach that will honour their cultural heritage.
- Find out about events happening this month in communities across BC, and learn about how you can get involved, at www.bcadopt.com.



SOURCE: HealthyFamilies, BC Council for Families, November 2, 2010

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MUNICIPALITIES SPEAK OUT ON POVERTY REDUCTION, EARLY CHILDHOOD

Development, Minimum Wage and More! The Union of BC Municipalities met recently in Whistler, and municipal leaders from around the province passed a number of resolutions relating to poverty and other issues impacting children, youth and families:

Poverty Reduction Plan

WHEREAS poverty and its effects is something that each local government is faced with: THEREFORE BE IT RESOLVED that the importance of a poverty reduction plan be communicated to the leaders of all political parties in British Columbia highlighting the need to provide adequate and accessible income support for the non-employed, improve the earnings and working conditions of those in the low-wage workforce and improve food security for low-income individuals and families.

Funding for Early Childhood Development

WHEREAS the development of children from the ages of 0-6 is important to the overall development of communities and society; AND WHEREAS long term funding and investments in early childhood development leads to stronger communities and more socially responsible citizens: THEREFORE BE IT RESOLVED that the UBCM supports the Province's long term funding commitment to early childhood development programs; AND BE IT FURTHER RESOLVED that the Province be advised that the UBCM does not support any proposed cuts to early childhood development programs to offset short term financial short falls in exchange for long term societal impacts; AND BE IT FURTHER RESOLVED that UBCM lobby the Province to ensure early childhood development remains a provincial priority for funding.

Legal Aid for BC

WHEREAS local governments, being committed to equal access to justice for all citizens, consider that the provincial government has an obligation to fund legal services to ensure equal access to justice for every British Columbian; AND WHEREAS reduced provincial government funding has, in the face of significantly increased demand, resulted in deep cuts to legal aid services and staff, thus harming the most vulnerable in our society, predominantly lower-income women and children: THEREFORE BE IT RESOLVED that the UBCM urge the Province to restore and increase funding for legal aid in British Columbia.

Youth Treatment Program Options – Substance Abuse

WHEREAS families in BC face difficult decisions with few options when dealing with youth struggling with abuse and addiction; AND WHEREAS previous attempts to create legislation in the province to protect these youth were abandoned: THEREFORE BE IT RESOLVED that the UBCM urges the Province of British Columbia to implement a further avenue of support for youth struggling with addiction and substance abuse when all other options for intervention and voluntary treatment have failed, similar to programs available in Alberta, Saskatchewan, and Manitoba where detox and treatment options are available to families whose youth struggling with abuse have refused treatment.

Mayors Ask for Minimum Wage Increase

A speech by Murray Coell, BC's Minister of Labour at the UBCM Convention generated speculation that the province may be considering raising the minimum wage. While Coell later denied this, 21 mayors from around the province wrote to Premier Campbell last week asking him to raise the minimum wage to \$10 an hour. BC currently has the lowest minimum wage in Canada at \$8. The BC Federation of Labour estimates that there are 63,000 workers earning the minimum wage in BC, and another 293,000 make under \$10 an hour.

SOURCE: First Call's Weekly Announcements, October 13, 2010

Research

THE STATE OF THE NONPROFIT SECTOR SURVEY

Blackbaud, Inc. announced the release of the results from The State of the Nonprofit Industry (SONI) Survey, a global report covering general operations, fundraising, technology and Internet usage, and accountability and stewardship. The report's key findings are:

- New fundraising and communication channels, although growing, are not replacing traditional channels.
- ROI and organizational effectiveness are under scrutiny and more important than ever.
- There is a new focus on the total supporter journey vs. traditional “donor management.”
- Fundraising is emerging as a widely recognized profession around the globe.

For more information, and to download the full report, visit: www.blackbaud.com

SOURCE: CharityVillage, Village Vibes, November 1, 2010

THE ARTS AND THE QUALITY OF LIFE: THE ATTITUDES OF ONTARIANS

The Ontario Arts Council (OAC) has released the findings of a new survey called The Arts And The Quality Of Life: The Attitudes Of Ontarians. The findings show that a large majority of Ontarians believe that the arts are important to the quality of life in their community and to their own personal lives. This is the first provincial survey of its kind since 1994, when a similar survey was commissioned by OAC. A comparison of responses across questions asked in both surveys found that the proportion of Ontarians with positive views on the arts and the quality of life has generally increased since 1994. A few quick facts from the survey:

- 95% said that the arts enrich the quality of our lives;
- 89% believe that if their community lost its arts activities, people living there would lose something of value;
- 81% think that the arts are important to their own quality of life;
- 95% believe that the success of Canadian artists like singers, writers, actors and painters, gives people a sense of pride in Canadian achievement;
- 81% agree that the government should spend public dollars to support the arts.

For more information, and to view the full findings, visit: www.arts.on.ca.

SOURCE: CharityVillage, Village Vibes, October 25, 2010

Resources

WHAT I LEARNED ABOUT UNPRESENTING FROM HEATHER GOLD

I first met [Heather Gold](#) when she did stand up comedy at the first Blogger conference in 2005. In addition to comedy, Heather is a keynote speaker and teaches her unique style of interactive performance in “unpresenting” workshops. I do a lot of presenting and am spending too much time writing bullet points, creating slides, and practicing what I’m going to say. I think that this puts a stop to creating conversation in the room. I wanted to learn some conversational mechanics — so I could stop talking at people and begin talking with them. I took one of her workshops recently. We had a small group and each of us had to speak in front of the group while Heather coached us. It was incredibly helpful to have another pair of eyes point out ways how you could improve to encourage more interaction. Here’s what I learned:

- Emotions Are More Important Than Facts: To prompt conversation, you need to make an emotional connection. Happy, sad, angry, etc can help open the conversation. Maybe it’s an opening story that sets this emotional tone.
- Feel the Room, Be in the Moment: Do not focus on what you want to tell people, read people’s body language,

make eye contact, and most importantly connect to them.

- Know Yourself: You need to cultivate as much self-awareness as possible. When you open up the room for conversation, the unexpected might happen. Understand that if you're uncomfortable, the rest of the room might not be – so sit and stay with it. Also, self-recognition gets the most laughs.
- The Only Thing That Matters Is That You Care: The most important thing is that you care about your topic and that you have some passion for it. If you're bored with what you're saying, the audience will be too.
- Use Call and Response with Humor: As Heather pointed out, as a stand up comic, she can tell how people are connecting – they laugh or they don't. One thing I learned is that if you get a laugh, say it again in another way.
- Vary Your Style: If your natural style is high energy, then don't stay at the level the whole time you present. Change volume, tone, speed, and color.
- The Pregnant Pause: Don't always fill the space with talk – a pause, silence can create an opening for conversation.
- When the Group is Quiet: If the group is not responding for whatever reason, don't tell them they're being too quiet. That only encourages them to be more quiet.
- Eye Scanning: You may engage one-on-one with someone in front of everyone in the group, but let your eyes scan the room for other people who might want to join in. The sides of the circle or room are where there might be energy. Giving the gift of your attention to the audience, makes it more interactive.
- Translation Techniques: If you use any jargon, be sure to pause and ask "Does everyone know what that is?" Try to establish relevancy in the room.
- Traffic Cop and Threading: Keep the conversation going by summarizing points and threading through out. Sometimes if someone takes the conversation to a place where you don't want to go, you can use the "talk over" technique. Some people may think it is rude, but helps you keep on track.
- Acknowledge People: When you are threading conversations and someone shares something amazing – acknowledge it. Also, an opportunity for threading. Make them feel you heard them. It's like when a child comes to you and says, "I hurt my finger." You might ah
- Don't Walk Out on Applause: If you get applause, wait until it is finished before the leaving the stage.

Thanks Heather for a terrific workshop

SOURCE: Beth's Blog by Email, October 19, 2010

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HOW TO HIRE A GREAT ACCOUNTANT FOR YOUR NONPROFIT

FINANCE & STRATEGY - BY STEVE ZIMMERMAN - SEPTEMBER 22, 2010

For many executive directors, hiring an accountant is fraught with anxiety. How will we find the right person? How can I tell if someone really knows accounting? Will an accountant fit in with the rest of us? As difficult as it is to hire a good accountant, hiring an incompetent or incompatible person is even worse. Here are some FAQs on hiring accountants for nonprofits, and what to do if you're having an impossible time of it:

- Where do we recruit applicants? You may spend more time recruiting good applicants for your finance team than you may spend for program staff; after all, accounting skills are often more marketable across sectors than program skills. Competition for strong candidates can be challenging.
- Ask your auditor: Your auditor not only is connected with the accounting world but also understands your needs. Auditors may know of good candidates who may be looking for work; for instance one of their other nonprofit clients may have just downsized. Be sure to ask where else to recruit in your community.
- Advertise differently: For the accountant position, look beyond . . .Read [more](#)



SOURCE: Board Café: Blue Avocado nonprofit magazine, October 5, 2010

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STREET-INVOLVED YOUTH VULNERABLE TO CRIMINAL VICTIMIZATION

A new [report](#) by Professors Stephen Gaetz, Bill O'Grady and PhD candidate Kristy Buccieri found that contrary to popular belief, street-involved youth are disproportionately the victims of crime rather than perpetrators. Commissioned by the non-profit legal clinic [Justice for Children and Youth](#), the report found that a whopping 76% of Toronto-based participants had been a victim of a crime in the past 12 months. Gender, race, sexual orientation, age and longer durations of homelessness were factors found to increase the likelihood that a youth would experience criminal victimization. The report states that "If the levels of violence and other forms of crime found in this study were being experienced by any other group of youth in Canada there would be immediate public outrage and considerable pressure for government to take action". Instead, not only are street-involved youth vulnerable to victimization, they are also less likely to report the crime to a social worker or the police, leaving them with little to no protection. The report offers several recommendations that require the cooperation of all three levels of government in Canada as well as a better understanding of the nature of youth homelessness and criminal victimization, so that street youth may experience the same level of protection as any other Canadian citizen.

SOURCE: *Raising the Roof, Housing Again Bulletin #135 October 2010*



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VIDEO CAN HELP BOOST DONATIONS IN END-OF-THE-YEAR FUNDRAISING

Adding video to your end-of-year online campaigns can help you achieve, and even exceed, your year-end fundraising goals. That shouldn't come as a surprise. We know that video can connect people to the work you do every day in a ways simple text just can't match. We also know that the distance separating the web and television is narrowing. Your website is becoming a channel and the web is already a hybrid mix of media where video plays a dominant role. How big is video online? More than 85% of US internet users watched online video in July, and on average they spent more than 14 hours doing it. More than 24 hours of video is uploaded to YouTube every minute, and there are as many people over 55 watching video on YouTube as there are under 18. You might think of Facebook as an important social network, but it is now also the third most popular video site on the web. And Cisco says that 90% of the world's data will be video in four years. Holy smokes! Bottom line: If you aren't developing a video strategy you are not going to capture the mindshare of internet users. So how can we put the interest in video to work for our organizations, specifically your year-end fundraising? Here are 6 ideas to get you started:

1. Reuse your existing assets

While video can be expensive to produce, it can also produce large returns. One way to make video more affordable is to reuse existing assets. The American Jewish World Service (AJWS), for example, shot amazing video of their work in India, Uganda and El Salvador a few years ago. While the programs continue in those countries, the original video also referenced the work they were doing at the time around the Asian Tsunami. In 2010 much of their focus was on responding to the earthquake in Haiti. By re-editing footage they already had to include new material from Haiti, AJWS saved tens of thousands of dollars while still getting a relevant and powerful video asset. Start with an accounting of what video and photo assets you already have, and see how they can be put to work for your year-end plans.

2. Explore Personalized Video

We have witnessed a very strong ROI from fundraising videos that utilize personalization. Personalization is a technique that uses your donor data to automatically insert the supporter's name in the video. The viewer is then watching a video about them or their friends. This strategy powerfully cuts through the clutter of all the generic fundraising requests that happen at the end of the year. Here's an example of a video See3 produced in partnership with Charity Dynamics for the American Cancer Society's Making Strides Against Breast Cancer event. In this example, the video would be used to get Beth's friends to donate to support her participation in the event. Her name was automatically inserted, and all she had to do was share the link. If it were a real case, the links on the video page would go directly to Beth's personal fundraising page. American Cancer Society saw a 10:1 return on investment from this effort. This personalization technique can be used to insert the donor's name, asking them by name to step up an increase their gift in 2010.

3. Embed Video on a Donation Page

Video can compliment a donation page. Test, but be careful. When appropriate, a compelling video can persuade your potential donor to take the final step. When inappropriate, a video can distract or even prevent your visitor from making their donation. If you're not sure your video belongs on your donation page try a test run and track your analytics carefully. If you see conversions increase along with play-through rates, great. If your play-through rates increase but your conversions don't, try optimizing with new content or removing the video altogether. Also be aware that if not set up correctly video from non-secure sources can create security warnings on secure donation pages.

4. Utilize YouTube Annotations

YouTube annotations add interactivity to your videos by embedding a link into the video itself. Annotations let fundraisers bring their call to action to life by integrating a “click here to donate” or “learn more now” button into the action of the video. We’re big fans of using annotations. Check out the video to learn more.

5. Make a video for lapsed donors

Lapsed donors are full of potential. For whatever reason, they’ve fallen off from your base. Video can be used to show them the critical work you are doing, creating emotional connections that can get them back to donating. Before you put time and money towards producing a video that appeals directly to lapsed donors, think about the context you’ll reach them. Do they need a reintroduction to your organization or cause? Can your existing video assets accomplish that? Focus on the context in which you present your video before you think about the content of the video itself. Often your existing video assets, maybe with some tweaking or different page context, will be effective in speaking to lapsed donors. Whatever you use, you have to remind them about what’s changed and what is particularly important now about making a donation this year.



6. Make a video that answers these questions: What did we do in 2010? Why did it matter? Why is 2011 even more important? Isn't this the heart of the matter? Tell them why they should care. The year-end recap buried in your holiday letters or fundraising emails will never do you justice the way a good video can. You owe it to yourself to get the most out of your good work through sight, sound, and motion. Remember that your fundraising story is a narrative, so put the ancient art of storytelling to work for you. Putting a human face on your accomplishments is key and literally showing people what you did and where you're going can make all the difference in fundraising. Michael Hoffman is the CEO of See3 Communications. You can learn more about online video and the work of See3 at see3.net/

SOURCE: Beth's Blog by Email, October 15, 2010

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SECTOR MONITOR RESULTS

The newest issue of [The Philanthropist](#) is now out, featuring the Imagine Canada research column, What the Numbers Say. This issue's article, [Collaboration: A Way of Life for the Sector](#), by Lindsey Vodarek, Research Associate, and David Lasby, Senior Research Associate, discusses findings from the second iteration of the [Sector Monitor](#) concerning the topic of collaboration among Canadian charities and foundations.



SOURCE: Imagine Canada, November 2, 2010

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CANADIAN STRUCTURAL OPTIONS FOR SOCIAL ENTERPRISE

This [article](#) surveys, at a high level, how organizations can work within the existing Canadian tax system to pursue socially beneficial or charitable goals through for-profit or business-like activities, without reliance on traditional sources of voluntary sector support. The traditional structural models by which charities have pursued social goals and the advantages and limits of this approach where social enterprise is concerned are reviewed. Also taken into consideration is how Canadian organizations can work within the existing system to accomplish similar goals.

SOURCE: The Philanthropist, Vol 23, No 3 (2010)

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CHARITABLE GAMING – IS IT WORTH THE GAMBLE?

Summary: The pros and cons of charitable gaming are debated. [Read more...](#)

SOURCE: The Philanthropist, Vol 23, No 3 (2010)

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BELONGING 4 EVER: CREATING PERMANENCY FOR YOUTH IN AND FROM CARE

Belonging 4 Ever: Creating Permanency for Youth in and from Care is now available for download [here](#). This report was a collaboration between the Federation of BC Youth in Care Networks and First Call: BC Child and Youth Advocacy Coalition, with financial support from the Victoria Foundation and the BC Adoption and Permanency Trust Fund. The report contains definitions of permanency, which includes expanding the focus beyond adoption to securing other lifelong relationships for children and youth in care. It also explores why achieving permanency is important for children and youth in care and highlights some of the opportunities, tools and best practices in permanency planning in use in BC and elsewhere. Belonging 4 Ever: Creating Permanency for Youth in and from Care raises questions about how we are living up to our commitments to standards and best practices in permanency planning and invites people to draw on their own experiences to find ways to make systemic improvements.

SOURCE: First Call's Weekly Announcements, October 1, 2010

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PREVENTING TEEN VIOLENCE

The BC Centre for Safe Schools and Communities has issued a special bulletin in response to recent incidents of teen violence in the province. The bulletin includes open letters from violence prevention experts and links to resources on teen violence prevention. From an open letter to parents by Kaycee Jane: Any act of sexual violence is upsetting, but the recent event involving teens in the news raise questions and controversies about facebook and sexual interactions between teens. What makes the incident so complicated and disturbing? How does popular culture affect the way teens view sexuality? Can dealing with sexual harassment and pressure at school help teens make better choices? What role did Facebook and other social media play? Where do we start? "Rape is not about sex—it is an act of power over another human being, a selfish act of stealing a person's choice and dignity" says Dr. Valerie Russo, Director of Violence Prevention at the University of Idaho. Download the bulletin [here](#).

SOURCE: First Call's Weekly Announcements, October 13, 2010

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PORTRAIT OF CANADIAN FAMILIES FROM THE VANIER INSTITUTE

The Vanier Institute of the Family has released their latest data book on families in Canada, Families Count. Highlights from the study include:

- Two basic resources all families require are time and money, and for a growing number of families, these basics are in short supply.
- Family and child poverty remain persistent social problems, while enormous inequalities of wealth and income continue to separate rich and poor.
- Particularly vulnerable are Canada's Aboriginal families, new immigrants and families that rely on a single earner. Food banks have become familiar community institutions.
- Stress and illness associated with work-life conflict are common experiences, most notably among employed mothers with pre-school age children.
- With the expansion of the global economy, higher education has become a near-prerequisite to a reasonable wage, yet many families are unable to adequately save for their children's education.
- In the wake of the baby boom years, the long-term decline in fertility rate has created, and will continue to create, enormous challenges in the caring capacity of families as parents age and fewer children, often separated by distance, are available for support.

There is so much data in this study that is useful for our advocacy for children, youth and families. First Call will continue to highlight different parts of the report in future Weekly Announcements. Read more from this detailed report [here](#).

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REPRESENTATIVE FOR CHILDREN AND YOUTH RELEASES GROWING UP IN BC REPORT

This week at the Champions for Children and Youth Summit the Representative and the Provincial Health Officer released Growing Up in BC, a report that looks at six indicators of child wellbeing in the province: health; learning; safety; behaviour; family economic wellbeing; and family, peer and community connections. As stated by the Provincial Health Officer, Perry Kendall, the goal of the report was to establish a clear set of indicators for child and

youth wellbeing that government can continue to track over time. From the report:
Of real concern is that we are not able to comment on some important areas because there is not enough information to report on – issues such as the incidence of mental health problems, the number of children and youth with special needs and the prevalence of children exposed to domestic violence. It is also concerning that there is not enough data to allow us to speak definitively about the unique characteristics of Aboriginal child and youth well-being, or the well-being of children and youth from diverse cultures. We encourage the development of robust data gathering in these areas to support a more complete report in future years. Growing Up in B.C. contributes two unique aspects to the collection of child wellbeing reports in Canada and in B.C. One is the valuable perspective of young people themselves. This gives Growing Up in B.C. a point of view not previously included in well-being reports. The second unique aspect of this report is the focus on children and youth who frequently experience greater disadvantage. We will include further excerpts and facts from this report in future issues of the Weekly Announcements. You can download the full report [here](#). See item 2 in the Announcements section below for information on an upcoming Vancouver lecture by the Representative for Children and Youth, Mary Ellen Turpel-Lafond.

SOURCE: First Call's Weekly Announcements, October 21, 2010

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CANADIAN STANDARDS FOR SCHOOL-BASED YOUTH SUBSTANCE ABUSE PREVENTION

This report from the Canadian Centre on Substance Abuse is part of a five year Drug Prevention Strategy for Canada's Youth. The Standards have been prepared to support the prevention efforts of all those considering or currently engaged in school-based prevention work. They are addressed particularly to prevention resource persons in their capacity as members of or resources for school teams. The Standards aim to support these workers by providing them with:

- a benchmark of optimal performance for school teams;
- support and guidance to pursue continuous improvements; and
- practical resources and examples to support change.

Download the Standards document [here](#).

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WOMEN'S LEGAL EDUCATION AND ACTION FUND LAUNCHES EQUALITY RIGHTS WEBSITE

From the LEAF media release: The ERC (Equality Rights Central) is sponsored by LEAF, the Women's Legal Education and Action Fund, building on LEAF's 25 years of expertise in advancing equality rights law and policy in Canada. "It has been very exciting to see this project come together, and this is just the beginning, as equality rights advocates use it and contribute to it," says the project's coordinator, LEAF Staff Lawyer, Tamar Witelson. The ERC will monitor all equality, human rights and discrimination issues, primarily in lower courts and tribunals. It will feature recently launched cases, equality-related news and analysis, legislative reform with an equality impact, and a nationwide events calendar. "Resources like examples of written factums from equality cases have gotten very enthusiastic feedback so far," says Witelson. LEAF Legal Director, Joanna Birenbaum says, "the ERC will help equality advocates to network and share information and resources to develop test cases." "There is already discussion on the site about the meaning of consent in sexual assault cases when a person is unconscious; whether the federal government has to make its websites more accessible to people with visual impairments; and the equality implications of challenges to the Criminal Code provisions against polygamy and prostitution-related activity," says Birenbaum. The ERC idea has been in development for three years, with funding from the law foundations of British Columbia, Manitoba, Ontario, and New Brunswick, as well as the LEAF Foundation. Visit www.equalityrightscentral.com.

SOURCE: First Call's Weekly Announcements, October 21, 2010

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INSPIRING CHILDREN'S SPIRIT OF STEWARDSHIP RESOURCE

The World Forum Foundation has many resources, one of which is a Family Tool Kit available for download. You can read more about the World Forum Foundation [here](#) and find the "[Inspiring Children's Spirit of Stewardship Family Tool Kit](#)" online.

SOURCE: CATCH Network Newsletter October 26, 2010

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MEASURING THE MIDDLE YEARS

"The middle childhood years are a time that is particularly critical developmentally because it represents the transition from childhood into adolescence," says Kimberly Schonert-Reichl, a professor in UBC's Faculty of Education and the Human Early Learning Partnership.



Schonert-Reichl should know. Along with a team of researchers, she's developed, and recently launched, a new research tool to assess the factors that help children thrive in their middle childhood. [The Middle Years Development Instrument](#) (MDI) is the first tool of its kind to provide population-level information about the well-being of children in their middle years.

3,026 Grade 4 students in Vancouver public schools completed the MDI, answering questions about five supports in their lives: physical health habits, school experiences, how they spend their time after-school, friendships, and relationships with parents and other adults. The researchers found that good relationships with adults were the support system most associated with overall health and well-being. [Read more...](#)

SOURCE: HealthyFamilies, BC Council for Families, October 26, 2010

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BENCHMARK AGAINST LEADING PRACTICE: MARKETING CHECKLIST

[The Marketing Best Practices Checklist](#) is a self-assessment instrument that helps nonprofit organizations identify capacity strengths and challenges and establish capacity building goals in the area of marketing and public relations. Results from the checklist can be used to guide the development of an annual work plan and contribute to the establishment of long-term vision. Price: \$10.

Producer: San Diego Social Venture Partners; Shared by org: San Diego Social Venture Partners

SOURCE: IdeaEncore Network, October 19, 2010

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TWEENS IN CANADA: NEW VIDEO

Want a quick, fun way to start a discussion with parents about tweens? Check out this [video slideshow](#) we've just added to our Youtube non-profit channel. Fast-paced, entertaining, and full of great discussion-starter facts about kids aged 7-12, the video is just one of the tools available to My Tween and Me parenting program leaders -- and now to you too! Playing the slide show in a parenting group is a great way to get people thinking about all of the changes that are happening during the 7-12 years. Coming up this November: the next My Tween and Me training session. If you're looking for a way to provide meaningful support to parents of 7-12 year olds in your community, I'd encourage you to find out more about the benefits of running a My Tween and Me program. Not familiar with the My Tween and Me program yet? [Read more](#)

SOURCE: HealthyFamilies, BC Council for Families, October 18, 2010

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SUCCESSFUL COLLABORATIONS FOR NONPROFIT ORGANIZATIONS

Collaboration has become critical for non-profit organizations. This [workshop](#) is the how-to move collaborations forward and what challenges to think through to lay a successful foundation. Research indicates that the "soft skills" are the most important in creating successful collaborations. And that's about visionary and strategic leadership. Cost: Free. Producer: MarketShift; Shared by org: MarketShift

SOURCE: IdeaEncore Network, October 13, 2010

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BUDGETING FOR FUNDRAISING

["Budgeting for Fundraising"](#) is adapted from a chapter recently prepared for the 3rd edition of Hank Rosso's "Achieving Excellence in Fund Raising" to be published later in 2010. Cost: \$20. Producer: J.M. Greenfield & Associates; Shared by org: J.M. Greenfield & Associates

SOURCE: IdeaEncore Network, October 13, 2010

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CRRU NEWS - EARLY CHILDHOOD EDUCATION: A GLOBAL SCENARIO

Report from Education International (the world's largest global union federation) gathers and analyses cross-national data on Early Childhood Education Centres from 17 countries, including Canada. [Report](#) in pdf (for Canada section see pg. 34)

SOURCE: CATCH Network Newsletter October 11, 2010

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WHAT IS A FAMILY?: SURPRISING POLL RESULTS

For anyone with an interest in family issues, this has been a great week – first, the release of [Families Count](#), the Vanier Institute for the Family's popular data book on families in Canada, then a fascinating [weeklong series](#) on what's new (or not so new) in families dominating the inside pages of many major Canadian newspapers, including the [Vancouver Sun](#). And finally, to coincide with the series, this week Postmedia News and Global TV have released results of a [new poll](#), conducted by Ipsos-Reid, revealing just what Canadians think constitutes "a family". It all adds up to lots to talk about around the watercooler – especially if you're lucky enough to work (as I do) with people passionate and well-informed about family dynamics, and Canadian family realities.

And here's what we're talking about: the very surprising results of that Ipsos-Reid poll. As reported in the National Post, when asked "which of the following combinations of individuals do you believe constitutes a family unit as you would see it?",

- 80% of Canadians agreed that two married heterosexual parents and their children were a family,
- 66% agreed that a common-law couple and children were a family,
- 55% agreed that a single mom and child were a family,
- 54% believed a single dad and child were a family,
- 50% saw grandparents raising grandchildren as a family, and
- 45% agreed that a same-sex married couple with children were a family.



SOURCE: HealthyFamilies, BC Council for Families, October 12, 2010

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Social Media

THE NETWORKED NONPROFIT BOARD

The OnLine blog published an intriguing post called "[Social Media and Accountability](#)" where Zachary Wales imagined a couple examples where social media might be injected into governance of a nonprofit. Not many examples of [live tweeting board meeting minutes](#) or nominating committees looking for a slate of officers on LinkedIn or [getting feedback for strategic plans](#). We're not seeing these governance tasks infused with social media as a common practice in our sector. Sounds like science fiction doesn't it? How can boards effectively incorporate the use of the social networks and social media to govern?

Resources:

[Great Governance: How Board Members Can Use Social Media](#) by Beth Kanter

SOURCE: Source: EXCERPT: Beth's Blog by Email, Posted: 13 Oct 2010 08:52 AM PDT



NONPROFIT EXECUTIVES STILL SLOW TO EMBRACE SOCIAL MEDIA

A recent US survey found that 33% of nonprofit chief executives regularly use Facebook, while only 6% use Twitter. Nearly 75% of respondents believed that social media has been at least somewhat useful in furthering the work of philanthropy in general, but only 50% felt it had helped their own organization. Newsletters continue to be the more popular than newer social media tools, with 65% of foundation CEOs regularly reading newsletters and 45% regularly participating in listservs.

SOURCE: *CharityVillage, Village Vibes, October 12, 2010 (Foundation Center)*

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50 (MORE) SOCIAL MEDIA TACTICS FOR NONPROFITS

One year ago, Melanie Mathos and I created [50 Social Media Tactics for Nonprofits](#) to help organizations do just that – plug good ideas into good strategies. The response has been overwhelming, and inspired us to create 50 (More) Social Media Tactics for Nonprofits. These 50 basic to intermediate-level tactics can be used to support a variety of strategic goals and get your supporters to take action. Below you'll find 10 tactics to help you get started:

- Make your content shareable on Facebook by adding a Like button.
- The Facebook Like button is one of the best ways to drive traffic to your website and blog content. After customizing this widget at Facebook.com, you can easily put it into your site's template in a matter of minutes.
- Each time a visitor "likes" something on your website, that activity will appear in their Facebook feed and drive some of their friends to your content.
- Display the rules for your Facebook community.
- Some nonprofits stress out about how to handle negative comments on their Facebook page's wall. If you think this will be an issue, simply write out a "commenting policy" on the info tab of your Facebook page. This will give you the freedom to moderate content with full transparency and give your supporters the right expectations. The Humane Society of the United States has used this effectively on their Facebook page.
- Support a specific call to action with its own tab. If you don't have calls to action on your Facebook page, you're missing a huge opportunity! By using the FBML application, you can create custom tabs that feature programs and other activities. The Best Friends Animal Society does this effectively with their "Adopt!" tab. Other tab names that can get visitors to act include, "Sign Up", "Volunteer", "Donate", or "Register."
- Launch a friend campaign to broaden your audience. It never hurts to ask, and that's true when you're trying to get new supporters to join your Facebook page. Your current Facebook fans all have networks of their own (the average Facebook user has 130 friends), so don't be afraid to ask them to reach out and get their friends to join. The California State Parks Foundation launched a "Friend Get a Friend" campaign via two updates to their 517 fans. Within two weeks, their page went from 517 to 33,000 supporters—and they now have close to 60,000!
- Create a branded social network around a specific topic or cause. Facebook communities are great, but some organizations need private label social networks to take them to the next level. For one thing, the average size of an in-house community is 50 percent larger than an equivalent Facebook network. You also have more control over privacy, branding, and the data (access to this data is important!) In addition, if your organization deals with sensitive topics, the private nature may encourage participation. The Christopher & Dana Reeve Foundation has a thriving network built for people living with and supporting people with paralysis.
- Encourage supporters to leverage their social networks for alternative giving. Alternative giving is a fun way to turn awesome supporters into awesome fundraisers! Many nonprofits have looked at birthdays, weddings, graduations, and other personal events as opportunities to raise money in lieu of traditional gifts. Facebook Causes has taken this to another level by helping users ask their friends for donations instead of gifts with birthday wishes. Over \$7.5 million has been raised so far, so encourage your supporters to create their own birthday wishes.
- Use Twitter Widgets to display updates on your website or blog. Bringing your social network onto your website or blog is a great way to spread content and attract new followers. Twitter makes this easy via Widgets – customizable objects that can be embedded on your website. The Search Widget is a great way to incorporate Twitter content about a keyword, hashtag, or your organization's name on your site. They also have a Profile Widget, Favorites Widget, and Lists Widget you should check out. Enhance team collaboration by scheduling and assigning tweets and monitoring. Most nonprofits don't have the resources to monitor and respond to social media activity throughout the day. Tools like CoTweet and Hootsuite make it possible for multiple staff members to collaborate and schedule tweets from a single tool. This is great for pre-scheduling the delivery of planned tweets around blog posts, event reminders, and news, freeing up staff to focus on engagement (replying, responding, and reweeting).
- Use video annotations for multiple calls to action. Getting your supporters to take action is a critical goal of most all social media activity, so never miss an opportunity. Using video annotations in YouTube is a great way to drive viewers back to a donation or sign-up page on your website. See how STILLER STRONG used annotations to create an interactive menu in their videos, and then learn how your nonprofit can use video

- annotations as calls to action. (Be sure to sign up for YouTube's Nonprofit Program first!).
- Extend your mission by leaving tips at check-in spots. Foursquare is becoming a great way for nonprofits to spread their mission around a local area. Tips can be attached to venues, and then displayed when someone checks-in there. For example, the Charleston Parks Conservancy uses tips to direct Foursquare users to nearby parks. (I've also seen environmental groups use tips to point out nearby recycling options and animal welfare groups promoting adoptions at pet store check-ins.) Get creative!

SOURCE: Beth's Blog by Email, October 29, 2010

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WHAT WAS YOUR BIGGEST SOCIAL MEDIA MISTAKE? WHAT DID YOU LEARN?

"I made a mistake." Those are hard words for some people to utter when there has been a screw up and they're responsible for it. It is especially hard given the blame game culture that exists in most workplaces and work relationships. That's where people are quick to point a finger at you and make you feel shame. After all, nothing focuses the mind as like a hanging as Samuel Johnson once said. I feel very differently. If I made a mistake, I admit it and try to learn from it. Carol Dweck, a psychologist at Stanford, has spent decades demonstrating that one of the crucial ingredients of successful education is the ability to learn from mistakes. "Unfortunately, children are often taught the exact opposite. Instead of praising kids for trying hard, teachers typically praise them for their innate intelligence. . . This type of encouragement actually backfires, since it leads students to see mistakes as signs of stupidity and not as the building blocks of knowledge." The ingredients of successful social media strategy are to learn from mistakes and Networked Nonprofits have cultures that allow this happen. I had the pleasure of doing a mini-workshop on the "10 Habits of Highly Successful Tweepie" for a small group of people from nonprofits who work in the sexual and reproductive health movement. I finally had the right audience to share the c-word on Twitter mistake story that I had read about over the summer thanks to Wendy Harman. It's a great one to add to the Failfaire archive. [Read more...](#)

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THE NONPROFIT SOCIAL MEDIA DECISION GUIDE

Created in partnership with the New Organizing Institute, this guide walks you through a step-by-step process to decide what social media channels make sense for your organization via a workbook, guide, and the results of more than six months of research. Through the included Consultant Directory, you can find a professional to help define and implement your strategy. Free registration required.

[The Nonprofit Social Media Decision Guide](#). Producer: Idealware; Shared by org: IdeaEncore Network

SOURCE: IdeaEncore Network, October 19, 2010

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GOOGLE ADWORDS PAY-PER-CLICK ADVERTISING BEST PRACTICE

This [document](#) provides basic guidelines for Google AdWords campaign organization. It provides examples of poorly organized ad groups all the way to highly organized, targeted and relevant ad groups. Typically highly targeted and relevant ad groups increase your click-thru-rate (CTR), increase your ads position on the results page and decreases your cost-per-click (CPC). Cost: Free. Producer: SEM Science Consulting, LLC; Shared by org: SEM Science Consulting, LLC

SOURCE: IdeaEncore Network, October 13, 2010

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## Training

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CONFERENCE: LET'S TALK TOGETHER

Featuring: Faith Bodnar, Executive Director, BCACL (British Columbia Association for Community Living)
Who is invited to attend: Families and Family Care Providers, Self-Advocates and People with a disability, Profit and Non-Profit, CLBC (Community Living of British Columbia, Members and non-members, Employees, Employers and Board Members

Sponsored by: Kindale Developmental Association, Henry Sundquist – Executive Director and NOCLS, Garry Molitwenik – Executive Director

Date and time: Monday, November 8th, 201, 9:00 am to 3:00 pm

Location: Village Green Hotel (across from the Village Green Mall, 4801 27th Street, Vernon BC, 250.542.3321

Agenda: To be developed on site Or send your agenda items, in advance, to: Garry Molitwenik

garry.molitwenik@nocls.com or Henry Sundquist kindale@kindale.net Lunch is going to be provided. Special dietary issues, please call.

SOURCE: Families In Touch, October 27, 2010

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KELOWNA INTERNATIONAL SURVIVORS OF SUICIDE: VIDEO CONFERENCE

Thousands of survivors of suicide loss will gather together around the world on this day of healing, support, and empowerment. If you have lost someone in your life to suicide, please join us. Hundreds of local conference sites will simultaneously watch a 90-minute broadcast produced by the American Foundation for Suicide Prevention. On this broadcast, a diverse panel of survivors and mental health professionals will address the questions that so many survivors face. "Why did this happen? How can I cope? Where can I find support?" Location: Main Floor Conference Room, Kelowna Downtown Public Library

Address: 1380 Ellis Street

Admission: Free of Charge

If you have any questions, or to or to pre-register, please e-mail: info@suicideawareness.ca

Schedule:

9:00 - 9:15: Meet & Greet

9:15 - 10:45: AFSP's Video Conference

10:45-11:00 Break

11:00 - 12:00: Reflection & QA period

Walk-ins are welcome, but pre-registering will help us greatly in our planning.

SOURCE: Okanagan Suicide Awareness Society, Fiona Lindquist

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RESILIENCY IN CHILDREN AND YOUTH

On November 18 at 1:00-2:00 pm, join a panel of experts to talk about resiliency in children and and youth. They will share research-based information, personal stories, and practical management tips with you, and answer your questions during the second half of the program. These teleconferences are free, and open to everyone. To join the teleconference: Dial in 1.877.291.3022; Code 4611577# *Please note that this number has changed*

Questions? Contact us: Phone 604.875.2084; Toll-free 1.800.665.1822 or kellycentre@bcmhs.bc.ca

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2011 CANADIAN BUSINESS & COMMUNITY PARTNERSHIP FORUM

[Imagine Canada](#) and [Volunteer Canada](#) will be partnering to bring you the 2011 Canadian Business & Community Partnership Forum. The 2011 Forum will take place June 7-9, 2011 at [Fairmont's Le Chateau Montebello](#) located halfway between Ottawa and Montreal.

We are developing a forum that brings together leaders in business and the charitable and nonprofit sector to discuss social initiatives and corporate community involvement. The focus of the forum will be on building and maintaining sustainable partnerships, promoting best practices and discussing how to implement programs that promote and foster positive change and impact across Canada. The Forum will have something for everyone! Please look for more information regarding the 2011 Business & Community Partnership Forum in the months ahead!

FUNDRAISING BY REGISTERED CHARITIES

The Charities File: Fundraising, Learning By Example is helping to increase the awareness and capacity of registered charities in understanding and complying with the Canada Revenue Agency's Guidance on Fundraising by Registered Charities. If you are:

- A registered charity;
- Planning a fundraising event or campaign; and/or
- Interested in learning more about CRA's Guidance on Fundraising by Registered Charities, then we encourage you to join us for a tele-learning session or webinar where you can learn more about the tools and learning resources available to help you comply with the Canada Revenue Agency's Guidance on Fundraising. Apply the practices and guidelines to your next fundraising campaign, event or even your existing fundraising practices.

This workshop is provided at no cost and each participant will receive a CD containing all of the resources developed for Fundraising, Learning by Example, plus additional tools and resources related to operating a registered charity. What is a tele-learning session? A "tele-learning session" is a telephone-based, toll-free learning event conducted in a group setting. Long distance charges for the session will be invoiced to us directly. The session is moderated by a facilitator and will last approximately 90 minutes. What is a webinar? A "webinar" is conducted over the internet. Participants will be required to have access to a computer with speakers and high speed internet. The session is moderated by a facilitator and will last approximately 90 minutes. The session topics include:

- Allocation of Fundraising Expenditures identifies methods for charities to determine how to allocate their fundraising expenditures, including the "Substantially All Test" and the "Four Part Test". Register now, December 1st Webinar @ 12-1:30pm EST (English) or December 2nd Webinar @ 6-7:30pm EST (English)
- Prohibited Fundraising Conduct highlights examples and types of practices that run contrary to Canada Revenue Agency's guidelines and discusses the repercussions of prohibited conduct. Register now November 22nd Tele-Learning @ 12-1:30pm EST (English) or November 25th Tele-Learning @ 5:30-7pm EST (English)
- Best Practices provides useful information and indicators of best practices to follow to help decrease the risk of noncompliant fundraising. Register now November 12th Webinar @ 12-1:30pm EST (English) or November 18th Webinar @ 6-7:30 pm EST (English) or January 10th Tele-Learning @ 6-7:30pm EST (English) or January 13th Tele-Learning @ 12-1:30pm EST (English)

*Spaces are limited. Confirmation of registration will be sent in advance of the sessions along with instructions on how to access the event. For more information contact Sandy Jones at admin@cvsrd.org or call 613 520 7444.



[December 1st Webinar](#) @ 12-1:30pm EST (English)
[November 22nd Tele-Learning](#) @ 12-1:30pm EST (English)
[November 12th Webinar](#) @ 12-1:30pm EST (English)

INTERNATIONAL DEVELOPMENT MANAGEMENT AT CARLETON UNIVERSITY

Carleton University's Sprott School of Business has launched Canada's first program focusing on the management side of international development. The Sprott MBA International Development Management concentration was created to address a critical shortage of management and leadership skills in the planning, organization, and delivery of international development and aid projects and programs. The program can be completed in 16 months and includes an internship program that is mandatory for students with less than two years of relevant management experience. For more information, visit: sprott.carleton.ca/mba/idm.html.

WESTCOAST ANNUAL CHILD CARE CONFERENCE

Westcoast Child Care Resource Centre's Annual Child Care Conference, Inspiring Excellence in Child Care and Early Learning, takes place on Saturday November 20 at Vancouver Community College. Choose from 4 all day sessions and 10 half day workshops. 5 hours of professional development credits. To see the Conference

Registration package, please visit the Westcoast website at www.wstcoast.org.

SOURCE: *First Call's Weekly Announcements, October 21, 2010*

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POSITIVE PRACTICES IN BEHAVIORAL SUPPORT THROUGH NONLINEAR APPLIED BEHAVIOR ANALYSIS

December 14 - 17, 2010 | Kelowna, BC; Seminar Leader: Gary W. LaVigna, Ph.D., BCBA-D. Sponsored by Community Living BC. This training is for:

- Early Intensive Interventionists
- BCBA's & BCaBA's
- Social Workers
- Special Education Teachers
- Educational Psychologists
- Behavior Specialists
- Autism Specialists
- Psychologists
- Occupational Therapists
- Group Home Personnel
- Supported Employment Personnel
- Supported Living Personnel
- Service Directors and Managers
- Parents and Family members



• Any person who provides educational or support services to individuals with reputations of challenging behavior
Seminar 1: December 14, 2010 - Nonaversive Behavioral Support and Basic Principles of Positive Programming
Seminar 2: December 15, 2010 - Comprehensive Functional Assessment and Advanced Support Strategies
Seminar 3: December 16, 2010 - Emergency Management and Reactive Strategies Within a Positive Practices Framework

Seminar 4: December 17, 2010 - Assuring Staff Consistency and the Provision of Quality Services Through the Application of Organizational Behavior Management

Download a complete brochure from the Training Section of IABA.com. Call 1-800-457-5575 to Register or Register On-Line at IABA.com.

Program Fees (Checks in Canadian Dollars, Credit Cards in US Dollars).

Registration before: November 14, 2010 | Full Series (Seminars 1 – 4): \$500.00 | Daily Rate: \$150.00

Registration after: November 14, 2010 | Full Series (Seminars 1 – 4): \$600.00 | Daily Rate: \$175.00

Fees are per person and include lecture notes, and morning and afternoon coffee breaks. Lunch is “on your own.”

Continuing Education: Behavior Analysts: Earn 6 CEs per day. IABA® is an approved BACB® continuing education provider (ACE Provider number is OP-02-0027). The Behavior Analyst Certification Board® (BACB®) does not sponsor, approve or endorse the Institute for Applied Behavior Analysis®, the materials, information or sessions identified herein.

SOURCE: *Families In Touch, October 27, 2010*

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MENTAL HEALTH FIRST AID

Mental Health First Aid Canada teaches first aid skills to help someone who is developing a mental health problem or is experiencing a mental health crisis. In 12 hours you will learn:

- Signs and symptoms of common mental health problems and crisis situations
- Basic actions for mental health first aid
- Information about effective interventions and treatments
- How to access help and resources

“Full of valuable information backed with statistics and references... real life knowledge and personal examples.”

Dates: Monday, November 15 & Tuesday, November 16

Time: 9 am to 4:30 pm

Cost: \$150 per person plus HST

For more information contact Charly @ 250-861-3644 or email kelowna@cmha.bc.ca

SOURCE: *Canadian Mental Health Association Kelowna & District Branch, Charly Sinclair*



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COPING WITH ANXIETY

Chris Douglas, M.A. counsellor and author of Human: An Operators Manual will facilitate a workshop on Coping with Anxiety on November 13, 2010. This workshop will teach participants why we get anxiety, how we contribute to it and, how we can manage it. This workshop is intended for those experiencing mild to severe anxiety, their supports and, community professionals. Date: November 13, 2010 Time: 9:30am-12:30pm Place: Central Okanagan Small Boat Association 4220 Hobson Road, Kelowna Cost: \$35 per person. For more information or to register contact: chris@humanoperatorsmanual.ca , 250.764.1443 or see www.humanoperatorsmanual.ca.

SOURCE: Elliot Douglas & Associates, Arlene Elliott

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Volunteerism

THEME FOR NATIONAL VOLUNTEER WEEK 2011

The theme for National Volunteer Week 2011 is Volunteers: Passion. Action. Impact. "In 2011, we want to highlight the true contribution of volunteers in our society," states Ruth MacKenzie, President & CEO, Volunteer Canada. "Canada's 12.5 million volunteers are agents of social change and their effort, skills and time serve as the foundation for all community services." Volunteers are coaches, mentors, advocates, activists, champions, administrative staff, board members, disaster relief workers, firefighters and so much more," says MacKenzie. "Volunteer Canada is proud to say thank you to these incredible Canadians and we look forward to celebrating their work during National Volunteer Week." National Volunteer Week is a week-long celebration whereby registered charities, not-for-profit organizations and volunteer centres pause to thank and recognize their volunteers. National Volunteer Week takes place April 10-16, 2011.

The event was originally developed in 1943 as a volunteer recruitment effort to enlist women for wartime voluntary service. In the late 1960s, National Volunteer Week was revived and has since grown to engage volunteer involving organizations from coast to coast to coast.

SOURCE: Volunteer Canada, November 2, 2010

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Do you have news related to the non-profit / voluntary sector that you wish to share with your colleagues? Send Community Information and Volunteer Centre your information at informkelowna@kcr.ca by the 20th of the month.

This Bulletin is a publication of Community Information and Volunteer Centre. To subscribe or unsubscribe, please send an email to informkelowna@kcr.ca.

Community Information and Volunteer Centre is a program of Kelowna Community Resources. Go to www.kcr.ca for more information about Kelowna Community Resources and Community Information & Volunteer Centre. Be sure to add or update your volunteer and / or organization information.

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