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Our Vision

Calgary's voluntary sector working together with business and government to build a strong, vibrant community

Our Mission

To strengthen Calgary's voluntary sector and provide leadership on policy matters affecting the sector as a whole

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Voluntary Organizations

Beyond Our Borders Katherine van Kooy, President & CEO

Welcome to the CCVO's first newsletter. I hope it will become your source for news, views and information on Calgary's voluntary sector.

The CCVO reflects a growing interest and commitment to working together in new and different ways, both within the voluntary sector and with the public and private sectors in Calgary. To us, the phrase Beyond Our Borders symbolizes this new outlook – our readiness to work outside the boundaries of our individual organizations, within and beyond our sub-sectors (e.g. health, social services, sports and recreation), and beyond the borders of our city. Our strength will be in numbers and it is through working together to address common issues that we will build a strong and vibrant voluntary sector.

Our focus in this first year of operation is on several key areas:

- Funding and financial sustainability
- Human Resource issues
- Insurance
- Understanding of the voluntary sector in Calgary and awareness of its contribution to the life of the community, and
- Engaging in the public policy process.

In this issue, we will update you on some work the CCVO has been doing since our launch on March 2nd. We will also introduce you to one of our member organizations and let you know how you can get involved in our activities. These past several months have been a building phase. Look for programs, information and more from us in the Fall.

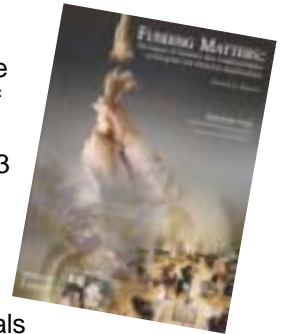
Funding The Voluntary Sector

Many of Calgary's charities and nonprofit organizations find themselves at the mercy of unstable funding patterns, quickly eroding their capacity to serve.

The shift from core funding to project-specific funding is taking its toll on organizations, compromising their ability to do long-term planning and operate in a **business-like** fashion. Fixed costs like insurance, rent and utilities, that are a normal part of doing business, are often not recognized by funders.

"The volatility of funding, the time spent chasing contracts and the energy doing innovative fundraising, **in addition to** delivering services, is contributing to *Human Resource*

Fatigue," reports the Canadian Council of Social Development (CSSD) in their 2003 Funding Matters Report. "Many organizations understand and support funders' goals of increased accountability, efficiency and innovation but it's contributing to an increasingly uncertain and competitive environment."



The CCVO is working on a number of fronts to address the funding issue. Creating awareness, facilitating dialogue and collectively seeking

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Funding (from page 1)

solutions are the key components of our strategy.

- In the Fall, the CCVO will host a session with the CSSD to raise the profile of the impacts of the funding issues identified in the Funding Matters Report.
- The CCVO is forming a group with participants from Calgary's corporate and non-profit organizations to develop a strategy on how best to move the funding agenda forward.
- As the majority of the funding is determined at the provincial level, the CCVO will work with the Voluntary Sector Forum to establish an Alberta based "Finance Action Group" to look at options to address these funding challenges.

Copies of the CSSD Funding Matters Summary Report are available from the CCVO office or online at <http://www.ccsd.ca/pubs/2003/fm/index.htm>.

Regulatory Reform for Charities



If you missed the May 18th Lunch 'n Learn session on Regulatory Reform, you can now hear Bob Wyatt's presentation, get a copy of the handouts and listen to questions from the audience, on the CCVO's Web site at www.calgarycvo.org/presentations.html.

As Executive Director of the Muttart Foundation and the Voluntary Sector Co-chair of the Joint Table on Legal and Regulatory Reform, Bob Wyatt speaks to the report which led to the regulatory changes, their impacts and what charities need to do to get ready for them.

Insurance, Liability & Risk Management

Paralyzing insurance premiums, restrictions on programming, inadequate insurance coverage or the difficulty of finding an insurance provider are emerging threats to nonprofit organizations across Canada. In some cases, they're compromising the ability of some voluntary organizations to exist.

In 2003, the Voluntary Sector Forum, a leadership body comprised of members from across Canada's voluntary sector identified liability and risk management as a priority issue needing to be addressed.

"In Calgary, we're facing similar issues and we're focusing our strategy on determining the cause of the problem and getting a handle on the issues that voluntary organizations, large and small, are facing," says Katherine van Kooy, CCVO President and CEO. "Depending on the size of the organization and nature of the services, the complexity of the insurance needs can vary significantly."

Insurance is regulated provincially and as such needs to be addressed at the provincial level. The Calgary and Edmonton Chambers of Voluntary Organizations have been asked to join an emerging group in Alberta which includes representatives from The Insurance Bureau of Canada, the Alberta government, independent brokers and provincial voluntary organizations. This group is reviewing the issues experienced in the voluntary sector and looking for solutions.

In the Fall, the CCVO will be hosting interactive sessions to keep our sector apprised of research findings and some actions being taken locally and nationally to address insurance-related issues.

If you have a particular interest in insurance and want to stay informed on how work in this area is progressing or if you would like to share with us your insurance concerns and the impacts on your organization, please contact us at the CCVO office.

Human Resources In The Voluntary Sector (HRVS)

On June 10, the CCVO hosted two discussion groups on human resource issues to determine the value of having a National Human Resources Council for the voluntary sector. Twenty-two members of Calgary's voluntary sector provided a local perspective on pay and benefits, managing staff, attracting and retaining the right people, employee development and perceptions about working in the sector.

"Sustainable funding and the short term, contract nature of financing voluntary organizations is core to this entire issue," says Lynne Toupin, Director of HRVS and Session Facilitator. "This message is coming loud and clear across the country and will have to be addressed."

Compounding the funding issues, staff are also coping with the pressures of increasingly complex client needs, and greater demands for reporting, planning, partnerships, etc. without increased resources to meet all these requirements.

One-Stop-Shop of tools and resources for **small voluntary organizations'** HR needs: http://www.hrvs.ca/hr_practices/pg001_e.cfm

- Employment Legislation
- A Guide to Hiring Practices
- Attracting and Keeping Good Employees
- HR Policies and Procedures such as compensation, and much, much, more

People understand the need for greater accountability and reporting, and also want to help develop their employees. But with an already scarce employee base and staff maxed to the limit in providing client service, where's the time to invest in managing human resource concerns?

It's a Catch 22 situation: the need to address the issues in order to attract and retain quality staff in a competitive environment, but limited time or resources to focus on HR concerns. Sadly, it might

just be the high cost of staff turnover that forces increased investment in HR management.

Calgary's discussions will be consolidated with information gathered from over 40 other sessions from across Canada. A Next Steps report to the

Federal government is to be completed in January 2005.

Visit the HRVS Web site at www.hrvs.ca for the latest updates on Developing Human Resources in the Voluntary Sector.

CCVO Member Profile - Catholic Family Service

Colleen Biondi, Managing Director of Volunteer Resources - Catholic Family Service



Catholic Family Service (CFS) serves the most vulnerable of our neighbours - young families and children, the poor and those who have lost hope.

The agency, a registered charity serving the needs of Calgarians since 1957, provides options to these people by helping them develop skills so they can participate in their own communities, putting a halt to their instability and offering them opportunities to care for each other. Caring support is conducted through counseling, community education, outreach services for isolated families, school support, volunteer-based services, and community partnerships.

The agency does not do this in isolation. Accredited by the National Canadian Family Services Accreditation Program, CFS is recognized for excellence in performance standards. Successful

best practices result from a team approach and CFS looks forward to working with the CCVO in fostering a collaborative spirit in Calgary.

We can collectively raise awareness of the issues we face. We can explore common experiences and seek timely solutions. We can raise the profile of the voluntary sector and highlight the importance of its work across the city and nation. And finally, we can build capacity and leadership for the benefit of the entire community.

Daunting goals, but achievable, if we work together for the common good.

Get Connected Through the CCVO

Looking for a guest speaker at your Annual General Meeting, staff retreat, or perhaps a luncheon session? We'd be happy to make a presentation, share our resources, learn more about your organization and look for ways to work together to increase awareness of our sector.

We're covering a broad range of topics, talking with our civic leaders and politicians and getting engaged at the outset in discussions about building a healthy Calgary community.

What do you want to be engaged in? Financing. Human Resources. Research. Education. Visibility. These are the major issues we're hearing so far from our members and the community-at-large.

With the City of Calgary...

We're at the table on multiple fronts including the development of a social inclusion policy for our city and Calgary's 100 year visioning process.

On the Alberta frontier...

We're strengthening our government ties and recently participated in briefing session with the Minister of Community Development, the Honourable Gene Zwozdesky, on the challenges facing Alberta's voluntary sector.

Connecting Calgary nationally...

By hosting local workshops and events on topics like human resource issues, funding and regulatory reform changes for charities.

Seeing Calgary through our community's eyes...

As a guest speaker at Calgary Immigrant Aid Society's AGM, Volunteer Calgary Agency Meeting, FCSS conference and as a roundtable participant in the Sustainable Practices Action Network.

If you'd like your issues, challenges and good works profiled, we need to hear from you.

To learn more about the CCVO and how we can help you, to get on our mailing list or find out more about becoming a member, please contact Rosemarie Fernandes at the CCVO office.

Other Initiatives

Voluntary Sector Internet Portal - a one-stop-shop to resources, services and tools is in the development stages. The CCVO sits on the Steering Committee for this project. For more information about the portal, visit www.voluntarygateway.ca.

Community Bank Initiative - is in the works to establish a bank that will provide commercial funding, financial products, and strategic advisory services for the voluntary sector. Recently joining their Board of Directors is Calgarian Margaret Newall. For more information about the bank contact aaron.pereira@vartana.org

NEW Guide for Successful Groups

Published by The Calgary Foundation

Tailored for **new non profit groups**, this guide provides best practices and tips and techniques for starting a new organization. Get your free copy by contacting Cathy Taylor at 802-7712. Copies are also available at the CCVO office.

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