

**INNOVATIVE AND EFFECTIVE
APPROACHES TO
VOLUNTEERING IN THE CBSS
SECTOR**

APRIL 30, 2019

Healthy Aging
by **United Way** At home. In community.

WHAT TO EXPECT

In this webinar, you will learn about creative strategies that are working in several organizations and communities – large and small, rural and urban – as well as a variety of helpful resources for volunteer management!

Panelists:

- **Diane Wilmann** - Director of Family and Seniors Programs at Frog Hollow Neighbourhood House in Vancouver
- **Annwen Loverin** - ED of Silver Harbour Seniors Centre in North Vancouver and Co-Chair of the CBSS Leadership Council
- **Brenda Gardiner** - Better at Home Coordinator in Quesnel

Facilitated by:

- **Marcy Cohen** - Co-Chair of the CBSS Leadership Council

KEY FEATURES OF YOUR VOLUNTEER PROGRAM

Frog Hollow Neighbourhood House Seniors' Program “Engaging Abundant Community”

- 36 Volunteer Wellness Connectors
- 60-80 years old
- primarily long-term immigrant females (small number of men)
- language backgrounds: Cantonese, Mandarin, Italian, Spanish, Pilipino, Vietnamese and Urdu
- one Indigenous and a number of Canadian born English speakers
- a number of younger volunteers

Top 3 Pluses of your Volunteer Strategy:

1. Leverages gifts and talents of seniors
2. Address language/cultural barriers of volunteers and promotes strength in diversity
3. Involved intergenerational engagement and community partnership

Diane Wilmann

Executive Director

diane@froghollow.bc.ca

604.251.1125 ext.226

www.froghollow.bc.ca

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KEY FEATURES OF YOUR VOLUNTEER PROGRAM

Better at Home Quesnel

- 125 volunteers
- summer students
- retirees
- most are 45+
- one volunteer is 82 years old!

Top 3 Pluses of your Volunteer Strategy:

1. Relationship building
2. Volunteer training
3. Volunteer communications and understanding the volunteers needs and personality colors

Brenda Gardiner

Program Coordinator

bgardiner@longname.ca

250.992.9156

www.betterathome.ca

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KEY FEATURES OF YOUR VOLUNTEER PROGRAM

Silver Harbour Volunteer Program

- 200-300 volunteers at any given time, over 40,000 hours per year, 75% of all hours to operate the Centre and its activities performed by volunteers (25% by staff)
- over 75% are 65+
- about 2/3 women, 1/3 men
- wide variety of cultural backgrounds
- for those who are retired, a wide variety of employment backgrounds

Annwen Loverin

Executive Director

annwen@silverharbourcentre.com

604-980-2474

www.silverharbourcentre.com

Top 3 Pluses of your Volunteer Strategy:

1. Creating teams of volunteers with volunteer leaders means we can incorporate more volunteers than through staff alone
2. Through recruiting for diversity in our volunteer program, our Centre and its programs become more diverse, inclusive, and welcoming
3. Heavy volunteer involvement in operating the Centre and its programs means a lot of ownership and buy-in to our mission

BRENDA GARDINER – QUESNEL BETTER AT HOME

Your volunteer program has been very successful at recruiting and retaining volunteers.

What are the secrets of your success?



DIANE WILMANN – FROG HOLLOW

Frog Hollow Neighbourhood House supports a diversity of programs for people of all ages.

How do your senior volunteers support these other programs?

How do your senior volunteers learn to become community leaders?

ANNWEN LOVERIN – SILVER HARBOUR

There must be challenges and opportunities in working with a such a diverse group of volunteers.

How do you make it all work?

PRIORITIZING NEW INITIATIVES

If you were offered additional resources, **what priorities/ new initiatives would you focus on and why?**

QUESTIONS?

Please type questions into the **Chat** or **Questions** box

OR

if you have tested your audio, **Raise your Hand** to be unmuted

PARTICIPANT TAKEAWAYS

What are the **one or two ideas** that you would most like participants to take away from this discussion?