



Volunteerism and Inclusion

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Volunteerism and Inclusion

St. Christopher House

Toronto, Ontario, Canada

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Agenda

- Overview of St. Christopher House
- Perspectives on Volunteering
- Recruitment Process
- Tensions and Challenges
- Discussion Topics
- Questions



St. Christopher House

Nonprofit Community Based Organization

- Mission and Vision
- Agency Overview
- Funding Sources



St. Christopher House

- A Toronto-based neighbourhood centre with 98 years of experience working with diverse individuals, families & groups and strongly committed to community development in all aspects of our work
- Our central purpose is the enabling of less-advantaged individuals, families & groups in the community to gain greater control over their lives & within their community
- We work in partnership with the community to promote personal & social change in order to achieve a safe, healthy & accepting society for all. To this end, we work with our resources & the strengths & assets of the community.

St. Christopher House

Six physical locations serving south west Toronto

- 220 staff (80 of which are fulltime)
- 17,000 Individuals served annually
- 1,400 Annual volunteers

Five Departments:

- Community Response & Advocacy
- Children Youth & Family
- Community Adult Programs
- Older Adult Centre
- Finance and Administration



Government Funding

- **Federal Government of Canada**
(health, citizenship, immigration, arts, culture, employment, skills training, technology)
- **Provincial Government (Provinces)**
(welfare, housing, child care, health, literacy, education, employment training citizenship, immigration)
- **Municipal Government (Cities)**
economic development, employment, community & neighbourhood services, culture, arts, recreation, shelter, housing)

Agency Programs & Supports

Children:

- Resources & activities to support parents & caregivers with their children aged 0 to 6
- Social/recreational/educational/arts programs for school-aged children
- Group counselling & supports for children who have witnessed woman abuse

Youth:

- Health promotion (drug abuse prevention) and social/recreational/educational/arts programs and activities with youth
- Life skills and employment preparation for street-involved youth

Agency Programs & Supports

Adults:

- Supportive counselling & assistance to adults (woman abuse, employment, education, settlement, parenting)
- Adult education (literacy & college prep, GED, English as a Second Language, computer skills, financial literacy, music)
- Provision of basic needs (showers, laundry, kitchen, phone) linkages to income assistance, food, housing, health & legal services
- Supports to adult caregivers who have elderly or disabled family members

Agency Programs & Supports

Seniors:

- Social, recreational & educational activities for seniors
- Self-help & community development work around elder abuse and other multicultural seniors' issues
- information & referral, coordinated case management and advocacy for access to income security programs, housing, long-term care, healthcare & family matters
- Health promotion & access to on-site healthcare
- Transportation to appointments, activities & shopping
- Day programming for frail elderly or people with Alzheimer's Disease & other cognitive impairments
- Meals on Wheels & a range of home supports

St. Christopher House Funding

Government

- **55% Province of Ontario**
- **11% City of Toronto**
- **5% Government of Canada (Federal)**

- **8% United Way (core funding)**
- **6% Fundraising**
- **9% Client Fees**
- **5% Internal Administrative fees**
- **1% Investment income**

1200 Individual Donors funding Volunteer Program

St. Christopher House Core Operations

Overall agency operating budget 8.5 million

- Program salaries and benefits 66% of budget
- Other Program Expenses 20% of budget
- Administration 12% of budget

Volunteers at St. Chris

- Total volunteers in 2009: approx 1400
- New/recruited through volunteer program in 2009: 500
- Participant volunteers in 2009: 700



Perspectives on Volunteerism

- Charitable Model
 - Helping the poor
 - Noblesse Oblige
- Social Integration
 - Break barriers
 - Expand social networks (meet people)
 - “Canadian Experience”
 - Learn / Develop skills



Volunteers at St. Chris

- Most of our programs have volunteers working in some capacity every year
- Some programs rely on volunteers in order to deliver program
- Most programs have volunteers adding value to their programs
- Some are episodic/seasonal volunteers
- Some program participants also act as volunteers in their programs

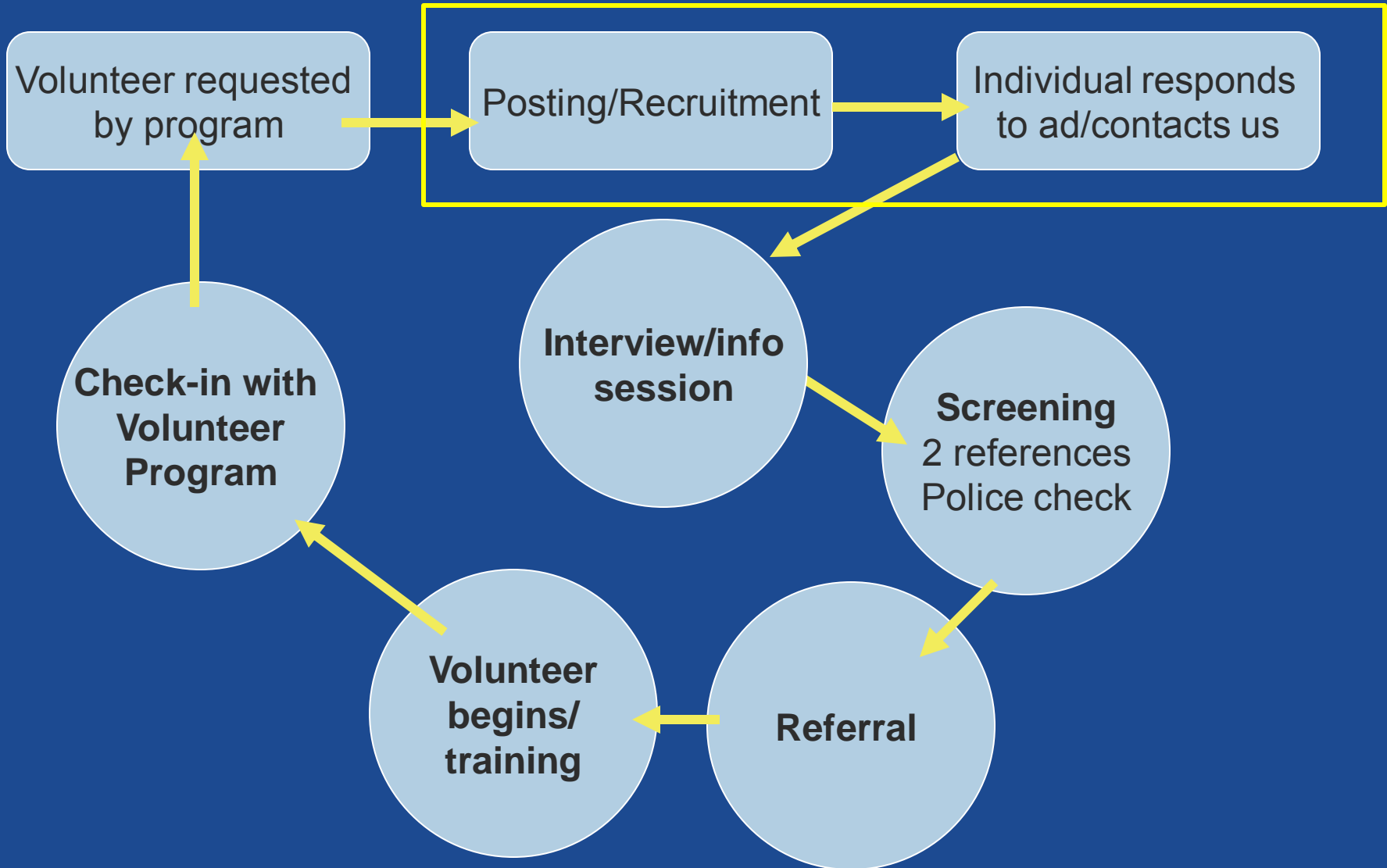
The Volunteer Program

- Reduces barriers to participating in community life
- Promotes understanding of the community, provides opportunities for individuals to interact with other community members
- Skills development/learning opportunities for volunteers

Volunteer Positions

- Meals on wheels drivers/runners
- Visiting, Social and Safety
- Adult literacy tutors
- GED tutors
- Youth tutors
- Youth activity leaders
- Computer tutors
- Meeting Place store assistants
- Children's after-school tutors
- Income tax assistants
- Reception
- Summer programs
- Community Advisory
- Board of Directors

Volunteer Recruitment Process



Screening

- Every volunteer must provide 2 references who are not family
- All volunteers over 18 working in direct, unsupervised contact with children, seniors and/or vulnerable adults must undergo a police check

Tensions and Challenges

- Providing opportunities for everyone vs. meeting the needs/demands of the organization
- Control vs. Inclusion (Liability)



Volunteer Training and Support

- Programs are responsible for their own training, and so a range of training models are used across St. Chris
- Some training may apply to all volunteers and/or may help volunteers to develop skills beyond their volunteer roles
- Agency volunteer training committee to adapt/create new training offered to all volunteers

Bang the Drum

- Community Access Program
- Funded by the Federal Government (Industry Canada)
- Free Internet Drop-in and computer tutoring
- Sense of Community in the program

Adult Literacy

- One-to-One tutoring
- Small Groups
- Classroom setting at the higher levels (college preparation)
- Sense of community and a co-operative environment

Bang the Drum Volunteers

- Mostly immigrants
- Lack “Canadian Experience”
- Some Participant Volunteers
- Often on Social Assistance



Bang the Drum Volunteers

- Some participant volunteers
- Less upfront formal training
- Organic growth combined with ongoing support

Adult Literacy Volunteers

- Canadian-born or Educated
- Strong English Skills
- Generally from privileged backgrounds

Discussion & Questions

- Other Models
 - Who volunteers & why?
 - Doing what?
 - Mentoring
 - Peer Support (Participant Volunteers)
 - Funding
- Tensions
- Other Issues / Challenges