

# Annual Report 2010 - 2011



**Federation**  
of Calgary Communities  
*improving neighbourhood life in Calgary*

**50<sup>th</sup>**  
*Anniversary*  
2011



# Be Part of It!



## **Vision**

That each Calgary neighbourhood has a vital and representative community association.

## **Mission**

To improve neighbourhood life in Calgary by providing services and programs that create, support and sustain vital and representative community associations.

## **Values**

In pursuit of its vision, the Federation of Calgary Communities operates with commitment, integrity and leadership, recognizing community, diversity and volunteerism.

# Engage. Belong. Inspire.

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## From the President & Executive Director

2011 marked the 50th Anniversary of the Federation of Calgary Communities! While our core commitments to the Calgary community have not changed in our 50 years of service, we have continuously evolved our services to better meet the changing needs of Calgary's community associations and smaller area not-for-profits. We have been agile in responding to changes in the demands of our membership and remain dedicated to community leadership, citizen engagement and the delivery of capacity building support services and programs to all our members.

In the past year, we continued to celebrate the fact that we are, collectively, the largest volunteer organization in Calgary, thanks to our network of community associations who engage more than 20,000 Calgarians in the delivery of services to the community. Recognition of our movement, the power of 20,000 volunteers, was celebrated in late 2010 when His Excellency the Right Honourable David Johnston, Governor General of Canada visited The Federation seeking advice on how to engage citizens in communities across Canada. He was greatly impressed by the unique Community Association model and by the work of The Federation.

In early 2011, The Federation decided to expand our citizen engagement work through the acquisition of crime prevention and safety resources and a community development initiative that will be formally unveiled in the fall of 2011. For our 50th Anniversary, we launched new awards to recognize the 'grassroots' contributions volunteers across our network make. In addition, we launched the Environmental Roundtable and hosted a conference focused on "Making Connections", where Mayor Nenshi challenged the network to find new ways to reach out to individual residents in an effort to be more representative of their needs and in the voice for community life we, as community associations, offer.

Our work and success would have not been possible without the support our many partners and sponsors. We would like to thank The City of Calgary, Encana, The Calgary Foundation, Toole Peet, Nexen, Servus Credit Union, Crescent Point Energy Corp, Benchmark Projects Ltd., Bonavista Energy, and the Martindale Community Association for recognizing this work and the importance of the Community Association movement within the City. Also, we would like to thank the many community associations that provide us with donated space in which we can host our events – you truly help build our capacity!

Thanks to our Board of Directors for their leadership, to the many other volunteers who support our work and to an amazing staff team whose commitment to our members' shines through their work.

We understand our mission in supporting community based associations and know your contribution is important to what we do. The power of 20,000!

Thanks for all your support!



**Leslie Evans**  
Executive Director



**Robin Elford**  
President





## The Federation Makes History in the 2011 Calgary Stampede Parade

On Friday, July 8<sup>th</sup>, 2011 The Federation of Calgary Communities, celebrating our 50th Anniversary, made history participating in this year's Calgary Stampede Parade by providing the event with 148 inaugural volunteer pacers. Representing the 148 community associations in Calgary, volunteer pacers accompanied each entry in the parade starting at entry 19. They held an important role as they were responsible for keeping the parade moving at a constant pace adjusting for C-trains and other variables that affect the pace of the parade. These pacers were recognized by their black cowboy hats and their bright green shoulder sash showcasing the name of their communities.

In addition, The Federation had their own entry in the parade: a horse drawn wagon entitled "20,000 Strong: Be Part of It!" The wagon carried children, parents and other people who represent the more than 56,000 household community association members in Calgary. "Be Part of It" is a call to action for residents of Calgary to be part of community life in their own neighbourhood. Through membership with the Federation of Calgary Communities, community associations are collectively the largest volunteer movement in the city.

Jeannette Tramhel, volunteer pacer for Montgomery said "being in the parade was a wonderful opportunity, and I think both attendees and pacers enjoyed the "connection" that was created. Many attendees cheered when they saw their own community represented! This was perhaps the only "connection" they had with the parade entries. This is important because as Calgary grows into a multicultural city and its citizens become less connected to the traditional Stampede origins, there needs to be some other vehicle for keeping people interested and I think the Federation of Calgary Communities has done just that."

# We are a Support to Over 200

## COMMUNITY MEMBERS

1. Abbeydale
2. Acadia
3. Albert Park/Radisson Heights
4. Applewood Park
5. Arbour Lake
6. Auburn Bay
7. Banff Trail
8. Bankview
9. Beddington Heights
10. Beltline Communities of Victoria & Connaught
11. Bonavista Downs
12. Bowness
13. Braeside
14. Brentwood
15. Bridgeland/Riverside
16. Britannia
17. Calgary Evergreen
18. Calgary Marlborough
19. Cambrian Heights
20. Canyon Meadows
21. Capitol Hill
22. Cedarbrae
23. Chaparral
24. Chinook Park/Kelvin Grove/Eagle Ridge
25. Citadel
26. Cliff Bungalow - Mission
27. Coach Hill/Patterson Heights
28. Coral Springs
29. Cranston
30. Crescent Heights
31. Crestmont
32. Crossroads
33. Dalhousie
34. Deer Ridge
35. Deer Run
36. Discovery Ridge
37. DouglasdaleGlen
38. Dover
39. Downtown West
40. East Village Action Committee
41. Eau Claire
42. Edgemont
43. Elbow Park Residents' Association
44. Elboya Heights
45. Erin Woods
46. Erlton
47. Evanston-Creekside
48. Fairview
49. Falconridge/Castleridge
50. Forest Heights
51. Forest Lawn
52. Glamorgan
53. Glenbrook
54. Glendale/Glendale Meadows
55. Hamptons
56. Hawkwood
57. Haysboro
58. Hidden Valley
59. Highland Park
60. Highwood
61. Hillhurst/Sunnyside
62. Hounsfeld Heights Briar Hill
63. Huntington Hills
64. Inglewood
65. Killarney/Glengarry
66. Kincora
67. Kingsland
68. Lake Bonavista
69. Lakeview
70. Lindsay Park
71. Marlborough Park
72. Marquis de Lorne
73. Martindale
74. Mayfair Bel-Aire
75. McKenzie Lake
76. McKenzie Towne
77. Mid-Sun
78. Millican Ogden
79. Millrise
80. Monterey Park
81. Montgomery
82. Mount Pleasant
83. Mount Royal
84. New Brighton
85. North Glenmore Park
86. North Haven
87. Northern Hills
88. Oakridge
89. Palliser/Bayview/Pumphill
90. Parkdale
91. Parkhill Stanley Park
92. Parkland
93. Penbrooke Meadows
94. Pineridge
95. Queensland
96. Ramsay
97. Ranchlands
98. Renfrew
99. Richmond/Knob Hill
100. Rideau Ridge Society
101. Rideau/Roxboro
102. Riverbend
103. Rocky Ridge / Royal Oak
104. Rosedale
105. Rosemont
106. Rosscarrock
107. Rundle
108. Rutland Park
109. Saddle Ridge
110. Sandstone MacEwan
111. Scarboro
112. Scenic Acres
113. Shaganappi
114. Shawnee/Evergreen
115. Shawnessy
116. Sherwood
117. Skyview Ranch
118. Signal Hill
119. Silver Springs
120. Silverado
121. Somerset/Bridlewood
122. South Calgary
123. Southwood
124. Springbank Hill
125. Spruce Cliff
126. St. Andrew's Heights

## 100 Organizations in Calgary...

127. Strathcona Christie Aspen
128. Sunalta
129. Taradale
130. Temple
131. Thorncliffe/Greenview
132. Triwood
133. Tuscany
134. Tuxedo Park
135. University Heights
136. Valley Ridge
137. Varsity
138. West Hillhurst
139. West Springs/Cougar Ridge
140. Westgate
141. Whitehorn
142. Wildwood
143. Willow Ridge
144. Windsor Park
145. Winston Heights/Mountview
146. Woodcreek

### ASSOCIATE MEMBERS

1. Bearspaw-Glendale
2. Bow Valley Agricultural Society
3. Bragg Creek
4. Chestermere Regional
5. Springbank Park

### SERVICE MEMBERS

1. 33 Street NE Community Bingo Association
2. Alberta Bicycle Association (ABA)
3. Alberta Community Crime Prevention
4. Alberta Magazine Publishers Association
5. Alberta Senior Citizens Sports & Rec. Association
6. Alexandra Centre Society
7. Animal Rescue Foundation
8. Ann & Sandy Cross Conservation Area
9. ArtPoint Gallery & Studios Society
10. Best Bingo Association
11. Calgary Academy Parents Association
12. Calgary Area Outdoor Council
13. Calgary Chinese Community Services Association
14. Calgary Community & Sports Bingo

15. Calgary Community Block Watch
16. Calgary Ethiopian Community Association
17. Calgary Irish Music & Dance Association
18. Calgary Minor Softball Association
19. Calgary Multicultural Centre
20. Calgary Rangers Soccer Club
21. Calgary Reads Society
22. Calgary Region Airshed Zone Society
23. Calgary Retired Teachers' Association
24. Calgary River Forum Society
25. Calgary Ski Club
26. Calgary Sport Council
27. Calgary Tour de Nuit Society
28. Community Kitchen Program of Calgary
29. Community Mediation Calgary Society
30. Cooper Memorial Benevolent Society
31. Crowchild Hockey Association
32. Fairview Women's Hockey
33. Family Leisure Centre Seniors Club
34. Fiona Malena Flamenco Society
35. Five Star Bingo Association
36. Gleneagles Community Association
37. Good Companions 50 Plus Club
38. Hamptons Homeowners Association
39. Lake at Heritage Pointe
40. Lions Club of Bearspaw
41. National Sports Development Soccer Club
42. NE Centre of Community Society
43. North of McKnight Community Resource Centre
44. Nose Creek Sports & Recreation
45. Ogden House Seniors' Club
46. Panorama Hills Estates Home Owners Association
47. Peer Mediation and Skills Training
48. Peer Support Services for Abused Women
49. Rocky Ridge Ranch Home Owners Association
50. Rotary Park Lawn Bowls Club
51. Society of Briar Hill Children's Programs
52. South Fish Creek Recreation Association
53. Sterling Springs Estates Residents' Association
54. Storehouse 39-3-10
55. Sunrise Community Link
56. Trico Centre

20,000  
Volunteers Strong

## Five Core Support Services

Third party financial audits are a requirement for any not-for-profit or charity. However, this service can often prove to be extremely costly. To meet this need Heidi Brauer, CMA and Nancy Murdoch, CA conduct independent audits with reduced rates geared towards community associations and not-for-profit organizations.



Not-for-profit and charitable bookkeeping can be a complicated process different from “for profit” and “personal” financial management. Examples of mismanagement and even theft have cost some communities thousands, if not hundreds of thousands of dollars. The Federation offers community associations professional bookkeeping services as well as workshops and resources to assist them in managing their finances.

Community associations offer a voice for residents in the planning process. This process however can often be confusing and frustrating for the average citizen. The Federation’s professional urban planning staff offer Calgarians information, workshops and resources to educate them in urban planning; including how to properly participate in the planning process.



Today’s not-for-profit staff and volunteers are presented with more challenges than ever. Often volunteers can be overwhelmed with the amount of knowledge they are required to know in order to run and maintain a community association. The Federation is a place where these volunteers and staff can turn. Our member services department offers support, whether by phone, e-mail or through our on-line “Members Only” resource centre.

The unsung hero is a common term when it comes to community volunteers. The work of community associations and the many individuals who make them possible often goes unnoticed. Through our community relations initiatives we are working to raise awareness of the value of community associations, the importance of volunteers and a shared sense of passion in giving back to your neighbourhood.



## 2011 Federation Board of Directors



President Robin Elford  
Treasurer Ned Shillington  
Director Melanie McDonald  
Director Peter Rishaug  
Director Kendrick Charles  
Director John DeRinzy  
Director Bill Scott

Vice President Christopher Harper  
Secretary Chris Cole  
Director Michael Wilhelm  
Director Andrew Walcot  
Director Maxine Morrison  
City Liaison Pam Meunier

**A special thanks to those Board members who are stepping down these year. We greatly appreciate the time and dedication you provided.**

# Be Part of It!

## Federation Staff

Leslie Evans, B.Sc., M.M.  
**Executive Director**

Paul Meunier  
**Member Services**

Barbara Payette  
**Community Engagement Coordinator**

Rebecca Dakin, BAC  
**Communications & Community Relations**

Bob van Wegen  
**Urban Planner**

Natasha Kuzmak  
**Urban Planner & Engagement Facilitator**

Raid Nazzali, CMA  
**Senior Accountant**

Heidi Brauer, CMA  
**Auditor**

Nancy Murdoch, CA  
**Auditor**

Kenneth Ng  
**Audit Technician**

Folivi Foly  
**Audit Technician**

Annie An  
**Audit Technician**

Sohpie Khatkar  
**Audit Technician**

Linda Lin  
**Audit Technician**

Sophia Wu  
**Audit Technician**

Vivian Zhao  
**Audit Technician**

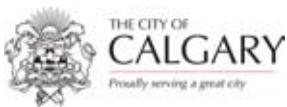
Linlin Zhu  
**Bookkeeper**

Vince Ma  
**Bookkeeper**

Lori Winder  
**Administrative Assistant**

## Funders, Sponsors and Donors

### Platinum



### Bronze



### Friends



### Special Mention

We would like to thank all the community associations that donated hall space for our meetings, workshops and courses this past year.

The donation of space allows us to deliver community volunteers and staff with opportunities to connect and learn.



# Celebrating

50 Years

## Looking Back 2010-2011 Events and Accomplishments

For another year in a row the Federation has made strides in the right direction.

### Overall

- 81.5% of respondents to The Federation's annual survey accessed our workshops up from 73.5% in 2010
- 51.8% felt the value of membership has increased in the last year compared to 44.7% in 2010
- Consistent with 2010, 69.5% reported increased knowledge thanks to Federation programs
- 58% reported increased effectiveness as a result of support from The Federation versus 59.4% in 2010

### Bookkeeping

- 26 bookkeeping clients up from 17 in 2010
- 14% of community associations are using this service
- 8 workshops with 42 participants
- 27.7% reported increased knowledge around how to read financial statements compared to 26.8% in 2010

### Community Relations

- 79.7% of respondents stated they used contact information to collaborate with other community up from 73.6% last year associations
- Awarded 28 community hero awards compared to 26 in 2010
- Received 822 requests for community contacts, information around hall rentals, newsletter advertising, community membership and more compared to 750 in 2010

### Urban Planning

- 25 workshops and 64 meetings convened with 745 participants
- 21 presentations to committee / council compared to 13 the year before
- 66.7% stated increased awareness around the Federation's role in informing community associations of planning issues and processes compared to 55% in 2010
- 61.2% improved their awareness of the community associations role in the planning process compared to 49.3% in 2010

### Audit

- 130 audits completed (up 3 from 2010).
- 43 compliance returns
- 40.5% reported increased knowledge around financial accountability compared to 35% in 2010

### Member Services

- 22 workshops with 720 participants compared to 15 workshops with 329 participants in 2010
- 935 requests for support and issues identified up from 880
- 61.7% of community associations accessed members only on-line resource up from 57.6%
- 76.5% had a one on one support consultation with a representative of The Federation up from 72%
- 54.9% reported increased knowledge around not-for-profit management up from 53.7%

*These numbers come from both continuous stat collection as well as The Federation's annual client satisfaction survey for the period September 1<sup>st</sup>, 2010 - August 31<sup>st</sup>, 2011.*

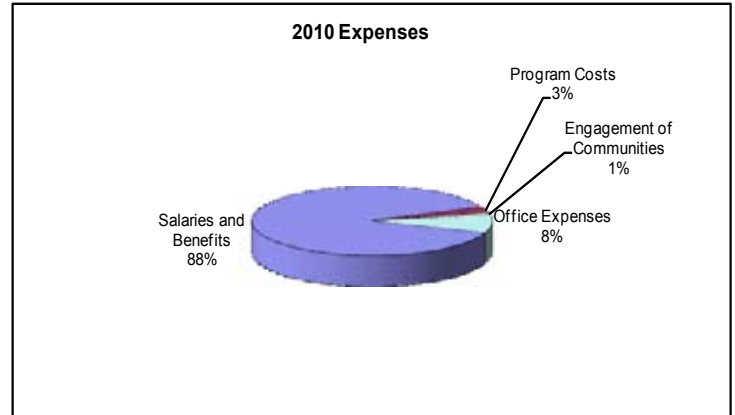
# Engage. Belong. Inspire.

## Financials

Full financials can be obtained through the Federation's office. The 2010 Independent Auditors Report was completed by Thompson, Penner & Lo, LLP.

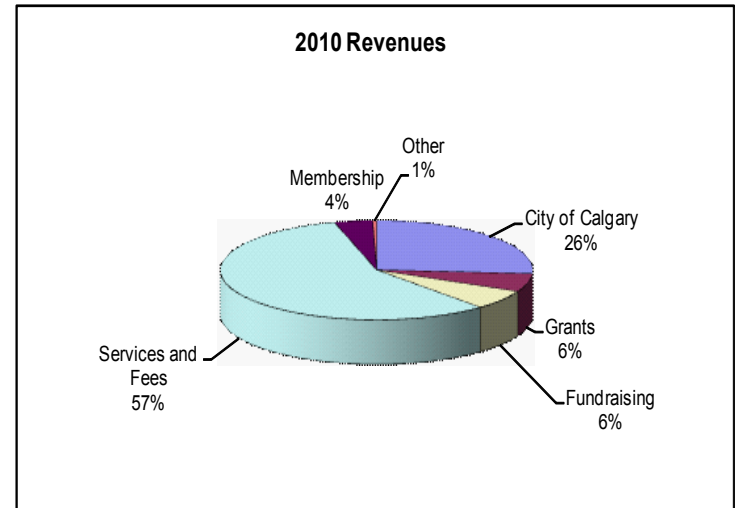
### 2010 Expenses

Salaries and Benefits	\$959,764	88%
Program Costs	\$32,165	3%
Engagement of Communities	\$9,901	1%
Office Expenses	\$92,996	8%
<b>Total Expenses</b>	<b>\$1,094,826</b>	<b>100%</b>



### 2010 Revenues

City of Calgary	\$301,398	26%
Grants	\$67,713	6%
Fundraising	\$73,500	6%
Services and Fees	\$656,677	57%
Membership	\$45,633	4%
Other	\$4,658	0%
<b>Total Revenue</b>	<b>\$1,149,579</b>	<b>100%</b>



Suite #301, 1609 - 14th Street SW

Calgary, AB T3C 1E4

(403) 244-4111

[www.calgarycommunities.com](http://www.calgarycommunities.com)

