



# Community

# Perspective



**Federation**  
of Calgary Communities

Improving neighbourhood life in Calgary

Fall 2009

## The Federation Produces New Resources to Support Community Associations

The Federation is excited to announce that it has become an even better support for volunteers that are building strong sustainable communities in Calgary.

After taking an assessment of where we could better serve our member communities we came up with some great ideas...

The first is a new set of Workshops geared towards bringing community association volunteers and staff from all over the city together in a learning, sharing environment.

Topics for the workshops include board governance, building maintenance and new board member orientation.

On top of these new workshops the Federation has also revamped its existing financial workshops.

The Federation has also launched a new

updated version of the Federation's Treasurer's handbook, called the Financial Accountability Handbook. This new resource is a more comprehensive version of the old handbook and is sure to be a necessary tool for every community association treasurer in Calgary.

We have also created a workshop guide. To help keep all of these workshops and resources straight. This new guide will insure that community association board members are able to fully access everything our organization has to offer.

There are two more exciting initiatives in the works. The first is a new program called 'Stepping Up'. This program will match new community association volunteers or staff with volunteers and staff that have a lot of experience working in the community, with the city and other stakeholders.

The second upcoming initiative is the

Calgary Community Resource Guide. The Resource Guide can be looked at as a road map on how to run a successful, sustainable community association.

These new resources and workshops are directly linked to the Federation's mission statement: to improve neighbourhood life in Calgary by providing services and programs that create, support and sustain vital and representative community associations. We are excited to see how far they will go in supporting community association volunteers.

Community associations create a place to belong, a sense of well being and a place to connect with neighbours.

The Federation is working hard to support community associations. Our success is dependant on the engagement and support of our members, funders and partners.

### Inside this Issue:

2 Achievements and Events

2 What we do...

3 Some numbers to back things up

3 Coming up...

4 Our members, volunteers, staff and board

### The Inside Scoop

We are proud to provide this bi-annual update. In an effort to keep the stakeholders of the Federation of Calgary Communities informed of our programs, services and the issues facing our community associations.

This report is given as a snapshot of what is taking place at the Federation and what to expect from it in the future.

We hope that you, as our valued stakeholder, will find the information useful in your role.

We invite you to communicate with us about issues, concerns or ideas. By working together we can "Improve Neighbourhood Life in Calgary."

## Achievements and Events Worth Mentioning...

- The Federation planning staff launched a new workshop: Orientation to Planning Processes and Issues. The workshop introduces the 'Community Guide to the Planning Process Handbook' launched in 2008.
- The Celebrating Communities program will work to raise awareness of the value of community associations and volunteers.
- For a fourth consecutive year the Federation has almost a 100 per cent of its members renewing their membership.
- Overall improvements to our website have made our services and resources more accessible.
- Launched the new and improved 'Financial Accountability Handbook for Treasurers and Bookkeepers' an invaluable resource to our members.
- Launched a 'Workshop Guide' outlining workshops and events that we offer throughout the year. This guide will make attending workshops, meetings and events easier for our members and other not-for-profit organizations.
- Produced and published 74 articles in the Calgary Real Estate News around community association initiatives and successes.
- Began working with the City of Calgary to disseminate important information throughout our network in our newsletter and into the community through community association newsletters.
- Held a general meeting in September that included presentations from the 'Airport Tunnel Access Committee' and 'One Simple Act' an environmental initiative from The Province of Alberta.

### Mission

To improve neighbourhood life in Calgary by providing services and programs that create, support and sustain vital and representative Community Associations

### Vision

That each Calgary neighbourhood has a vital and representative Community Association

### Values

In pursuit of the of our Vision, the Federation of Calgary Communities operates with Commitment, Integrity and Leadership, recognizing Community, Diversity and Volunteerism

## The Federation Offers Support to Community Associations & Not-for-Profits

The Federation of Calgary Communities is well known for our support in the area of Financial Management and Planning Services. Did you know that we have also offered support in the following areas?:

**Board support** (conflict resolution, expenses compensation, job descriptions, bylaw support and interpretation)

**Connecting Communities** (e-mail communication from community to community, networking events, seeking resources from communities)

**Facility Care** (fire box compliance, contractor referral, liquor licensing, noise bylaws)

**Fund Development** (review of proposals, letters of support, charitable receipting information)

**Human Resources** (job descriptions, HR Manual, recruitment, Employment Standards Workshop and support, salary feedback, employee/employer conflict resolution)

**Insurance Support** (Market value evaluation referral, access through Toole Peet)

**Meeting Support** (AGM preparation, minute taking template)

**Membership** (ideas on how to increase membership, media profile, referrals to membership database)

**Programming** (sharing success stories, attendance at special events)

**Recognition** (Milestone awards, celebrating volunteers, sharing of best practices, community success sharing)

**Referral and Interpretation** (Canada Revenue Agency, funders, Volunteer Calgary, CNS, Employment Standards, SOCAN, Centre Point, lawyers, newsletter editors)

**Risk Management** (articles, referrals, compliance check list)

**Small project financial support** (playgrounds, forums, beautification projects, ice rink equipment)

**Tools and Templates** (Planning guides, rental forms, compliance report, financial statements, bylaws development template, time sheets, job descriptions)

**Volunteer Support** (recognition, referral to Volunteer Calgary, tools to recruit volunteers)

**Website** (update, information)

**Workshops** (Urban Planning issues, GST, Grants/Fund Development, Employment Standards, Finances, Building Maintenance)

## Statistics From the Past Four Months (June 1, 2009-September 1, 2009)

These numbers were tracked from June 2009 to September 2009 in order to reflect the incredible amount of work accomplished by the Federation's staff and board members.

Between May and September we...

- Responded to 75 external parties requesting information about community associations
- Promoted 12 community stories celebrating successes and initiatives in the local media
- Had 267 visitors to the members only section of the Federation's web site
- The Federation's 'Planning Services' has received 32 requests for input over the past three months
- 'Planning Services' held or supported 7 workshops and events which saw 283 participants
- Federation planners initiated or convened 36 meetings
- The Federation planners have also written 17 articles on community planning issues over the past three months
- Our Member Services Coordinator created 23 new resources for community association volunteers
- 'Member Services' received 83 requests for support from community associations and small Calgary area not-for-profits
- Produced and launched 5 new workshops, 1 new Financial Accountability Handbook
- Member Services also identified and addressed 25 separate Issues with community associations
- Hosted administration representatives from 40 different community associations throughout the city in a meeting to discuss current issues and successes
- The Federation's 'Audit Services' completed 33 audits for community associations and other Calgary area not-for-profits
- Our 'Audit Services' has hosted 305 consultations with community association volunteers and employees

# Improving Neighbourhood Life

## Coming up...

Over the past year the Federation has seen great accomplishments. To continue building on this momentum the Federation will strive to become an even better resource to community associations. We will be working hard on the following projects over the next six months:

- Further update information and resources for our website to make it more educational to the general public while continuing to enhance our online members only area.
- Better equip community associations with increased knowledge and skills to run services and programs for their residents with a brand new 'Calgary Community Resource Guide.'
- "Beyond the Four Walls" sustainability conference in the fall of 2009. Last year's event saw over 100 attendees.
- We hope to continue this level of success.
- Engage community associations in city wide events like the Olympic Torch Relay Celebration and the Mayor's Annual Food Drive.
- Increased the capacity of our 'Bookkeeping Services' to further support our members by hiring on a junior bookkeeper. This was done as a result of an increase in the demand of this service.
- Launch the 'Stepping Up' program, a mentorship style program to connect experienced community board volunteers with newer community board members.

## Our member feedback

**"Thank you for your community support!"**

**Alia Vanzhov  
President, Somerset-Bridlewood  
Community Association**

**"Thank you for promoting my fab (fabulous) community."**

**Cheri Macauly  
Newsletter Editor,  
Brentwood Community Association**

**"Thanks again for your constant support."**

**Bobbie-Jo Bergner  
Newsletter Editor  
Riverbend Community Association**

# Federation of Calgary Communities

Improving neighbourhood life in Calgary

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## 2009 Member Community Associations

- |  |  |                                     |                                |  |
|--|--|-------------------------------------|--------------------------------|--|
| 1. Abbeydale   | 30. Crescent Heights                         | 59. Hillhurst-Sunnyside             | 89. Pineridge                  | 116. Springbank Hill                                 |
| 2. Acadia  | 31. Crossroads                               | 60. Hounsfeld Heights<br>Briar Hill | 90. Queensland                 | 117. Spruce Cliff                                    |
| 3. Albert Park/Radisson Heights                      | 32. Dalhousie                                | 61. Huntington Hills                | 91. Ramsay                     | 118. St. Andrew's Heights                            |
| 4. Applewood Park                                    | 33. Deer Ridge                               | 62. Inglewood                       | 92. Ranchlands                 | 119. Strathcona                                      |
| 5. Arbour Lake                                       | 34. Deer Run                                 | 63. Killarney/Glengarry             | 93. Richmond/<br>Knob Hill     | 120. Sunalta   |
| 6. Auburn Bay (comp)                                 | 35. Discovery Ridge                          | 64. Kincora                         | 94. Rideau Ridge Society       | 121. Taradale  |
| 7. Beltline Communities of<br>Victoria and Connaught | 36. DouglasdaleGlen /<br>Douglasdale Estates | 65. Kingsland                       | 95. Rideau/Roxboro             | 122. Temple  |
| 8. Banff Trail                                       | 37. Dover                                    | 66. Lake Bonavista                  | 96. Riverbend                  | 123. Thorncliffe/Greenview                           |
| 9. Bankview  | 38. Downtown West                            | 67. Lakeview                        | 97. Rocky Ridge /<br>Royal Oak | 124. Triwood   |
| 10. Beddington Heights                               | 39. East Village Action<br>Committee         | 68. Lindsay Park                    | 98. Rosedale                   | 125. Tuxedo Park                                     |
| 11. Bonavista Downs                                  | 40. Eau Claire                               | 69. Marlborough Park                | 99. Rosemont                   | 126. University Heights                              |
| 12. Bowness  | 41. Edgemont                                 | 70. Martindale                      | 100. Rosscarrock               | 127. Valley Ridge                                    |
| 13. Braeside   | 42. Elbow Park Residents'<br>Association     | 71. Marquis de Lorne                | 101. Rundle                    | 128. Varsity   |
| 14. Brentwood  | 43. Elboya Heights                           | 72. Mayfair Bel-Aire                | 102. Rutland Park              | 129. Westgate  |
| 15. Bridgeland/Riverside                             | 44. Erin Woods                               | 73. McKenzie Lake                   | 103. Saddle Ridge              | 130. West Hillhurst                                  |
| 16. Britannia  | 45. Erlton                                   | 74. Mid-Sun                         | 104. Sandstone<br>MacEwan      | 131. West Springs/Cougar<br>Ridge                    |
| 17. Calgary Evergreen                                | 46. Evanston-Creekside                       | 75. Millican Ogden                  | 105. Scarboro                  | 132. Whitehorn                                       |
| 18. Calgary Marlborough                              | 47. Fairview                                 | 76. Millrise                        | 106. Scenic Acres              | 133. Wildwood  |
| 19. Calgary Parkland                                 | 48. Falconridge/Castleridge                  | 77. Monterey Park                   | 107. Shaganappi                | 134. Willow Ridge                                    |
| 20. Capitol Hill                                     | 49. Forest Heights                           | 78. Montgomery                      | 108. Shawnee/<br>Evergreen     | 135. Windsor Park                                    |
| 21. Cambrian Heights                                 | 50. Forest Lawn                              | 79. Mount Pleasant                  | 109. Shawnessy                 | 136. Winston Heights/<br>Mountview                   |
| 22. Canyon Meadows                                   | 51. Glamorgan                                | 80. Mount Royal                     | 110. Signal Hill               | 137. Woodcreek                                       |
| 23. Cedarbrae  | 52. Glenbrook                                | 81. Northern Hills                  | 111. Silver Springs            | Associate Members 5                                  |
| 24. Chaparral  | 53. Hamptons                                 | 82. North Glenmore Park             | 112. Shepard                   | Service Members (Calgary<br>Area Not-for-Profits) 54 |
| 25. Chinook Park/Kelvin Grove/<br>Eagle Ridge        | 54. Hawkwood                                 | 83. North Haven                     | 113. South Calgary             |  |
| 26. Citadel  | 55. Haysboro                                 | 84. Oakridge                        | 114. Southwood                 |  |
| 27. Cliff Bungalow - Mission                         | 56. Hidden Valley                            | 85. Palliser/Bayview/<br>Pumphill   | 115. Somerset/<br>Bridlewood   |  |
| 28. Coach Hill/Patterson<br>Heights                  | 57. Highland Park                            | 86. Parkdale                        |                                |  |
| 29. Coral Springs                                    | 58. Highwood                                 | 87. Parkhill Stanley Park           |                                |  |
|  |  | 88. Penbrooke Meadows               |                                |  |

## Federation Volunteers, Board and Staff

### Volunteers

Steve Garcia, Web Support  
Luis Horna, Database  
A.J. Hill, Youth Volunteer  
Lorraine Luterbach, Mail Outs  
Chelsey Nicholas, Youth Volunteer  
Jessica Nicholas, Youth Volunteer  
Ashley Nicholas, Photography  
Kenneth Ng, Statistics

### Board

Bob Lang, President  
Bill Scott, Vice President  
Ned Shillington, Treasurer  
Robin Eford, Secretary  
Kendrick Charles, Director  
John DeRinzy, Director  
Christopher Harper, Director  
Neil Hughes, Director  
Melanie McDonald, Director  
Peter Rishaug, Director  
John Wakoluk, Director  
Andrew Walcot, Director  
Pam Meunier, City of Calgary

### Staff

Leslie Evans, Executive Director  
Raid Nazzali, Bookkeeping  
Sophia Wu, Bookkeeping  
Catherine Halkett, Member Services  
Brendan Murray, Community Relations  
Bob van Wegen, Community Planner  
Taryn Hayes, Engagement/Planning  
Amanda Moldowan, Reception  
Heidi Brauer, CMA  
Carey Day, CA  
Sophie Khatkar, Accounting Tech  
Linda Lin, Accounting Tech  
Vivian Jie Zhao, Accounting Tech  
Mary Chen, Accounting Tech