



Community

Perspective



Federation
of Calgary Communities
Improving neighbourhood life in Calgary

Spring 2009

The Federation Exceeding Expectations with our Five Core Services

The Federation has been gaining momentum over the past year and we are excited by our progress. In the past 6 months we have seen tremendous improvements to our five core services: independent financial audits, non profit management support, urban planning, bookkeeping and community relations.

The Federation's **Independent Audit** program welcomes Carey Day, CA. Carey comes to the Federation with a wealth of accounting experience in the private sector and is working to strengthen and grow the Federation's already solid independent audit program.

The Federation is also proud to announce that our **Non Profit Management Support** program is even better equipped to help and support community associations with the addition of Catherine Halkett. Catherine joined us in October of 2008 and brings with her 25 years of experience in the non profit

sector including 7 years as a community association executive director. Since coming aboard Catherine has improved this program by creating a wealth of information and resources in our member's only section designed specifically for Community Association volunteers.

The **Urban Planning Department** has also expanded to meet the needs of our members and has introduced a second planner, Taryn Hayes. Since its inception in 1994 the urban planning department at the Federation of Calgary Communities has been an incredibly valuable resource to our members, builders, municipal government workers and Calgary as a whole. With the new staff this service will become even more effective in engaging community groups and helping them navigate their role in the planning process.

The Federation's **Bookkeeping** program has also seen growth with the addition of Raid

Nazzalli. Raid will work hard to improve the Bookkeeping program at the Federation and ensure that it meets the needs of our 143 community associations as well as 60 other Calgary area non profits.

The Federation's **Community Relations** program has also seen some major improvements over the past year. This program has worked hard to engage our members and we are pleased to report that attendance at community workshops and administrators meetings has almost tripled. This program has also been able to engage our members in working together city wide initiatives towards a common goal.

While building on engagement and communication throughout our own membership, the Federation of Calgary Communities has also been working hard to raise awareness of the value of community associations in Calgary.

Inside this Issue:

- 2 Our achievements over the past 12 months
- 2 Some of Our Services
- 3 Our Statistics
- 3 Coming up in the future
- 4 Our Members, Board, Staff, and Sponsors

The Inside Scoop

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, we are proud to provide this bi-annual update.

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...

- Community association participation in the Mayor's annual Christmas Food Drive tripled from previous year
- Attendance at our administrator's meetings has tripled over the past year, bringing more community association workers together in an information sharing and networking environment.
- Began working with the City of Calgary to disseminate important information throughout our own network in our newsletter and in some cases into the community through community association newsletters
- For a fourth consecutive year the Federation has received almost a hundred percent of its members renewing their membership indicating high satisfaction
- Overall improvements to our website have made our services and resources more accessible
- Brought world renowned author and parenting expert Barbara Coloroso to Calgary to speak to parents, teachers and youth workers on the topic of bullying a problem that effects one in seven of Alberta's children.
- Co-hosted 'get engaged' sustainability conference with the City of Calgary and Volunteer Calgary in November of 2008
- The Federation named a civic partner by The City of Calgary and almost tripled our core funding from 2009-2011
- Recently graduated 19 people from the Partners in Planning Program
- Federation Planner asked to be a member of the panel for the Gaining Ground Summit
- Increased our membership to 94% of the community associations in Calgary

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

Federation Offers Quality Support to Community Association Volunteers

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, compensation (training and mileage), job descriptions, bylaw support and interpretation)

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

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

Fund Development (information on funders, 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, referral to membership database)

Programming (sharing success stories, attendance at special events)

Recognition (Milestone awards, celebrating volunteers, sharing of best practices, resourcing Herald Stories)

Referral and Interpretation (Canadian Revenue Agency, funders, Volunteer Calgary, CNS, Employment Standards, SOCAN, CentrePoint, lawyers, newsletter editors)

Risk Management (articles, referrals, compliance check list)

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

Tools and Templates (rental form, compliance report, financial statements, bylaws development template, timesheets, job descriptions)

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

Website (update, information)

Workshops (Land Use Bylaw, GST, Grants/Fund Development, Employment Standards, SOCAN, Finances)

Statistics From the Past Four Months (January-April 2009)

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

Between January and April we...

- Hosted 185 participants in 6 urban planning workshops and events
- Participated in 53 one on one financial consultations
- 130 people accessed our members only page for resources
- Hosted 158 participants in 7 not for profit management support workshops
- Offered 34 one on one Consultations in Not Profit organizational support
- Created 159 new non profit management resources for our members
- Identified and addressed 50 individual community association issues
- Answered 146 external requests for community association information
- Circulated 8000 electronic and hard copies of the Federation's newsletter *Get Engaged!*
- Attracted 40 media hits regarding the Federation or the value of Community Associations
- Made 93 updates to our database ensuring that the contact information in it is current
- Provided city employees and departments with 20 community association board member contact information lists
- Completed 53 Independent Audits
- Produced 42 articles around urban planning in Calgary
- Attended 51 meetings regarding planning issues
- Monitored 57 urban planning issues
- Received 55 requests for input and opinions on planning issues
- Received 22 requests to send out information or questions among our membership via our community 'emailer'
- Over 88% of member community association participating in our planning programs
- Increased our membership for a fourth consecutive year
- Made over 200 changes to Partners in Planning database

Coming up...

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

- Further update 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 continue to run services and programs for their residence
- Make our planning department more accessible to community volunteers offering them support and professional consultations around planning issues
- The Federation will be launching a new workshop called Orientation to the Planning Process. Initial test runs of this workshop have proved to be very well received and beneficial to those who have attended.
- New updated manuals, resources and workshops around best practices and board governance.
- Get Engaged workshop in the fall of 2009. Last year's event saw over 100 attendees. This year we hope to continue this level of success
- Special community association events geared towards bringing community association board members together
- More updated Community Association board manuals and resources

Our member's 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

301 1609 14th Street SW
Calgary, AB T3C 1E4
Phone: 403-244-4111
Fax: 403-244-4129
E-mail:
fcc@calgarycommunities.com
www.calgarycommunities.com

Our Funders, Sponsors & Supporters

Platinum— over \$30,000 Plus

Gold—\$20,000-\$29,999



THE CITY OF
CALGARY



APEX
CREDIT UNION



THE CALGARY
FOUNDATION



Wild Rose
FOUNDATION
An Alberta Government-Sponsored Foundation

Silver—\$10,000-\$19,999

Bronze—\$5,000-\$9,999



ALBERTA
REAL ESTATE
FOUNDATION



TOOLE PEET
INSURANCE

The Kahanoff
Foundation

Friends—\$500-\$4,999

Gift In Kind:



Alberta
Government



Canada



TELUS



PARTNERSHIPGROUP
Sponsorship Specialists



Calgary
Real Estate
News

2009 Member Community Associations as of May 31

Abbeydale	Coral Springs	Hounsfield Heights Briar Hill	Ramsay	Sunalta
Acadia	Crescent Heights	Huntington Hills	Ranchlands	Taradale
Albert Park/Radisson Heights	Crossroads	Inglewood	Richmond/Knob Hill	Temple
Applewood Park	Dalhousie	Killarney/Glengarry	Rideau Ridge Society	Thorncleave/Greenview
Arbour Lake	Deer Ridge	Kincora	Rideau/Roxboro	Triwood
Beltline Communities of Victoria and Connaught Association	Deer Run	Kingsland	Riverbend	Tuxedo Park
Bankff Trail	Discovery Ridge	Lake Bonavista	Rocky Ridge / Royal Oak	University Heights
Bankview	Dover	Lakeview	Rosedale	Valley Ridge
Beddington Heights	Downtown West	Lindsay Park	Rosemont	Varsity
Bonavista Downs	Eau Claire	Marlborough Park	Rosscarrock	Westgate
Bowness	Edgemont	Martindale	Rundle	West Hillhurst
Braeside	Elbow Park	Marquis de Lorne	Rutland Park	West Springs/Cougar Ridge
Brentwood	Elboya Heights	Mayfair Bel-Aire	Saddle Ridge	Wildwood
Bridgeland/Riverside	Erin Woods	McKenzie Lake	Sandstone MacEwan	Willow Ridge
Britannia	Erlton	Mid-Sun	Scarboro	Windsor Park
Calgary Evergreen	Evanston-Creekside	Millican Ogden	Scenic Acres	Winston Heights/Mountview Woodcreek
Calgary Marlborough	Fairview	Millrise	Shaganappi	
Calgary Parkland	Falconridge/Castleridge	Monterey Park	Shawnee/Evergreen	Associate Members 5
Capitol Hill	Forest Heights	Montgomery	Shawnessy	1. Bears paw Glendale
Cambrian Heights	Forest Lawn	Mount Pleasant	Signal Hill	3. Bragg Creek
Canyon Meadows	Glamorgan	Northern Hills	Silver Springs	4. Chestermere Regional
Cedarbrae	Glenbrook	North Glenmore Park	Shepard	5. Springbank Park
Chaparral	Hamptons	North Haven	South Calgary	
Chinook Park/Kelvin Grove/Eagle Ridge	Hawkwood	Oakridge	Southwood	Service Members 50
Citadel	Haysboro	Palliser/Bayview/Pumphill	Springbank Hill	Detailed list upon request
Cliff Bungalow - Mission	Hidden Valley	Parkdale	Spruce Cliff	
Coach Hill/Patterson Heights	Highland Park	Penbrooke Meadows	St. Andrew's Heights	
	Highwood	Pineridge	Strathcona	
	Hillhurst-Sunnyside	Queensland		

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
John Wakoluk, Vice President
Neil Hughes, Secretary
Bill Scott, Treasurer
Kendrick Charles, Director
Robin Elford, Director
Christopher Harper, Director
Lisa Homer, Director
Melanie McDonald, Director
Robert Matheson, Director
Peter Rishaug, Director
Ned Shillington, Director

Staff

Leslie Evans, Executive Director
Heidi Brauer, CMA
Bob van Wegen, Community Planner
Taryn Hayes, Engagement/Planning
Brendan Murray, Community Relations
Catherine Halkett, Member Services
Jen Bell, Communications Assistant
Catherine Smart, Volunteer
Raid Nazzali, Bookkeeping
Lois Fuss, Accountant
Carey Day, Accountant
Liz Man, Accountant
Sophie Khatkar, Accounting Tech
Linda Lin, Accounting Tech
Elena Ozhog, Accounting Tech
Vivian Jie Zhao, Accounting Tech