

## Governor General Visits Federation Office



Federation board members and staff pose with the Right Honorable David Johnston, Governor General of Canada.

The Federation of Calgary Communities is proud to announce that His Excellency the Right Honourable David Johnston, Governor General of Canada, visited our offices on Tuesday, November 30th, 2010.

“We are very honoured and excited for this opportunity to sit down and discuss the important issues facing the not-for-profit sector.” says, Federation President Robin Elford. “We are happy to showcase the techniques our members use in engaging volunteers and discuss some of the challenges the volunteer sector faces”, adds Elford.

The Federation presented His Excellency with a “Community Hero Award” following their discussions. As part of its Celebrating Communities program, the Community Hero Award is an honour The Federation uses to recognize the dedication and hard work of volunteers.

**Please Note: The Federation Offices will be closed from December 22, 2010 to January 4, 2011**

### Upcoming Events

#### Mayor’s Annual Food Drive

Date: November and December 2010

#### Annual Open House

Date: Thursday, December 9, 2010

#### Development Appeals SDAB (Core Course)

Date: Saturday, December 4, 2010

#### Marketing to New members

Date: Wednesday, December 8, 2010

#### Administrators Meeting Creative Budgets

Date: Wednesday, January 19, 2011

#### Development Enforcement (Elective Course)

Date: Saturday, January 22, 2011

#### Orientation to the Planning Processes and Issues

Date: Wednesday, January 26, 2011

#### Heritage Roundtable

Date: January 2011 (TBA)

### This Month’s Inserts

Bartman Barrier Free Renovations  
Toole Peet Community Hero Award  
Federation Annual Holiday Open House

#### DISCLAIMER

The Federation produces ‘Get Engaged!’ to increase awareness and to provide thought provoking information. This newsletter and its advertisements are not intended to prescribe products or services, but solely to provide you with information to help you make informed decisions.

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# A Message from The Federation



Brendan Murray, Community Relations  
communityrelations@calgarycommunities.com

While this newsletter was being produced The Federation's board of directors was in the process of electing a new executive. This means I will be filling in and providing an update on some of the things going on at The Federation, as no president was available.

## **2010 Mayor's Annual Christmas Food Drive**

The Mayor's Annual Christmas Food Drive is off to a great start! At this point it is too late to sign up as a community but I would like to thank the many communities throughout Calgary that are taking part and taking on hunger this holiday season. A noted increase in participation has been seen by community association over the past three years.

This year 22 communities are taking part. If you didn't get a chance to sign up this year make sure to register next year. In 2009 community associations raised approximately \$12,000 in cash and food donations.

On their own community associations have the ability to make a significant improvement on the quality of neighbourhood life in their community. Collectively community associations have the ability to improve neighbourhood life in Calgary!

## **New Faces on The Federation's Board**

This year's AGM saw three board members end their terms with The Federation. We said goodbye to Bob Lang, John Wakoluk and Neil Hughes. Each of these board members have been extremely involved in the shaping of The Federation over the past decade. Their hard work and dedication will be missed and they leave very big shoes to fill. However, time rolls on and so must we. The Federation is excited to announce its new board moving forward for 2010-2011.

The 2010-2011 Board members include (in no particular order): Melanie McDonald, Kendrick Charles, Andrew

Walcot, John DeRinzy, Bill Scott, Peter Rishaug, Bruce Klippenstein, Maxine Morrison, Michael Wilhelm.

The Executive includes: Robin Elford (president), Christopher Harper (vice president), Chris Cole (secretary), Ned Shillington (Treasurer).

## **50th Anniversary on Deck.**

The Federation turns 50 years old in 2011! To celebrate this momentous occasion we will be hosting and taking part in many exciting events. Stay tuned for news and updates throughout the year for this very exciting time.

## **Take advantage of our free workshops.**

The Federation has upcoming workshops in Financial Management for not-for-profits and charities, Urban Planning, not-for-profit management and more. Check the event page on our website or get your hands on a workshop guide for more details on how you can benefit!

## **The Federation's Facebook Page**

The Federation has created a Facebook page to help you promote your events and facilitate online discussion around the positives of community associations. We will also be posting Federation events, photos, discussion topics, etc. Some of the communities have already posted notices of a community pub night, Christmas Craft Sales, AGMs, and more...

## **Breaking for the Holidays**

The Federation's office will be closed for two weeks over the holidays. When we open again we will be counting on you to help us continue to raise awareness of the value and importance community associations in Calgary. We have a very exciting upcoming year in store. Stay tuned for all the great events, workshops and initiatives!

I wish you all the best and hope you have a safe and happy holiday season.

Best Regards,  
Brendan Murray

# Workshops & Events

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

## Development Appeals SDAB (Core Course)

**Date:** Saturday, December 4, 2010

**Time:** Doors at 8:30am, Course 9:00am to 12:00noon

**Location:** Richmond/Knob Hill Community Association, 2433 - 26 Avenue S.W.

**Details:** Learn about the appeals process and how to make good planning arguments and effective presentations to the Subdivision and Development Appeal Board.

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

## Marketing to New Members

**Date:** Wednesday, December 8th, 2010

**Time:** 4:00pm to 6:00pm

**Location:** 1609 14th Street SW, Federation Offices

**Details:** Whether your goal is to increase membership or attendance at programs and events, this meeting will give you better insights, tips and tricks on how to do so. Identify target audiences, look at the communication tools you currently use, what you could be using and how to do it

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

## Federation Seasonal Open House

**Date:** Thursday, December 9th, 2010

**Time:** 4:00pm to 6:00pm

**Location:** 1609 14th Street SW, Federation Offices

**Details:** Come share some holiday cheer at our annual open house. This is a great opportunity to meet The Federation's staff and board members while networking with your fellow community association presidents and other local leaders.

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

**\*\*Federation Office will be closed form December 22, 2010 to January 4, 2011\*\***

## Administrators Meeting Creative Budgets

**Date:** Wednesday, January 19th, 2011

**Time:** 10:00am to 1:00pm

**Location:** Glamorgan Community Association  
4207 41st Ave SW

**Details:** Discuss the development and monitoring of budgets, policies and procedures, and what financial opportunities exist to help you build capacity.

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

## Development Enforcement (Elective Course)

**Date:** Saturday, January 22, 2011

**Time:** Doors at 8:30am, Course 9:00am to 12:00noon

**Location:** Braeside Community Association, 11024 Braeside Drive S.W.

**Details:** This new Partners in Planning elective course describes the role of Development Enforcement in the planning process and how Development Completion Permits are issued. Learn about numerous enforcement issues including development permit requirements, illegal suites, home businesses and how to submit a complaint. A discussion about secondary suite requirements is also included.

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

## Orientation to the Planning Processes and Issues

**Date:** Wednesday, January 26th, 2011

**Time:** 7:00pm to 9:00pm

**Location:** 1609 14th Street SW, Federation Offices

**Details:** This small workshop, offered by Federation planning staff, reviews the Community Guide to the Planning Process and gives participants an opportunity to discuss planning related issues with colleagues from other community association and Federation planners.

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

## Board Workshop: Meet the Funders

**Date:** Wednesday, February 9, 2011

**Time:** 7:00pm to 9:00pm

**Location:** 1609 14th Street SW, Federation Offices

**Details:** Look at available funders and the grants they support, and discuss how to build capital and contribute to the worthwhile expansion of programs, services and facility use. This meeting will be run in conjunction with the City of Calgary

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





Paul Meunier, Member Services  
memberservices@calgarycommunities.com

## S.O.S. - A Series of Supports

### Membership Recruitment & Retention

As 2011 draws near and we come to a time of reflection over the holiday season, I thought it would be timely to plant some ideas around member engagement that you may wish to explore over the next few months. All not-for-profits are tasked with the challenge of recruiting and retaining memberships, and some of the following ideas are creative ways to explore this common ground:

Invite members to “beat the dues hike.” Setting increases for membership dues down the road can provide you with a window to encourage early renewals before the price hike. Offer special deals for those who renew before the dues increase, and be considerate of those who currently hold memberships by offering multi-year renewal options.

Involve members in recruitment. When you invite newcomers to your organization, encourage them to reach out to peers and co-workers who may be interested in joining as well. Offer rewards for bringing in the most new members.

Give discounts. Offer coupons for prospects to attend events at low or no cost, and a lower dues structure initially for new recruits.

Celebrate senior members. Tap into their wisdom by asking them to serve in a mentorship group, speak on panels of experienced professionals at a program, facilitate a workshop, judge awards competitions or scholarships and more!

Create a sense of community with in-person groups, e-groups, casual gatherings, etc... No matter the association, members rate networking as one of the

most important benefits of organizational meetings.

Offer “teasers” of what’s to come. As you approach the end of someone’s membership, share a taste of what will be offered as new and exciting members-only benefits in the upcoming year.

Don’t give up on lapsed members. Just because a renewal date has come and gone doesn’t mean you should give up. Conduct a special phonathon effort to this group offering a “limited time” perk for renewing now.

Form a member services committee to generate ideas, expand new member growth and keep member retention high. Survey former members for feedback, and contribute to a “Membership Matters!” brand!

Explore new types of member benefits. Meet with staff and key members to analyze the benefits you currently offer and create a list of additional options that may be cost effective and attractive to new/existing members. Some benefits worth exploring include: free/discounted event admittance, coupons and discounts on purchases of supplies, gifts, services and other items, members-only social gatherings, interest groups or educational opportunities, special types of recognition, access to restricted website pages and online benefits, special publications, consideration for special awards and of course-Voting privileges!

Taken from “109 Ways to Retain Volunteers and Members”  
Published by Stevenson, Inc., 2008

**“Analyze the benefits you currently offer and create a list of additional options that may be cost effective and attractive to new/existing members.”**

# Community Associations and Facebook

## HSCA on Facebook

By Terence Leung

For the Federation

As the use of online social media applications continue to grow, it's no surprise Calgary communities have also incorporated the use of sites such as Facebook and Twitter as part of their communications strategies.

The Hillhurst-Sunnyside Community Association (HSCA) has seen its Facebook page swell to over 1,000 members ever since Sarah Hughes, marketing and events coordinator, identified that the community would benefit greatly from trying to connect with its membership online.

"I was part of a revitalization of the farmers market here and trying to find ways to make it more successful," explains Hughes who was hired by the HSCA a few months ago.

"I was thinking that since everybody that I know uses Facebook, we could use it to publicize our farmers market and set up a page for it. I invited everyone I knew who would be interested and even people who were fans of other farmers markets."

The result was a stronger showing for the farmers market, but more importantly a contact list and network Hughes could go back to for future events.

Eventually, she set up an official HSCA Facebook page where users can comment on events or the community.

"I already use Facebook a lot for myself personally," she says. The HSCA has also integrated their site to drive more users to join their Facebook and Twitter pages along with their email signatures which has a link to their website. She adds the Facebook page gets about five 'friend requests' every day.

"But it's been awesome for us (HSCA). You can import all your email contacts and ask them to join or like the page. I also coordinate rentals and people who have rented from us seek us out to add their Facebook profile."

**"The Hillhurst-Sunnyside Community Association has seen its Facebook presence swell to over 1,000 friends."**

Hughes believes community associations looking to connect with their communities online need to establish a plan that incorporates a variety of online social mediums. Most importantly, those tools need to be accessible and easy to learn for its administrators.

"We've done a few tweaks to our site which is a WordPress site. You literally just log in, and then write what you need to and post it to our site. It's the same thing with our Facebook and Twitter account. You link the Facebook and Twitter page to the site and vice versa."

Using their Facebook page to publicize the HSCA's Dec. 3 Holiday Gift Market between 7 – 10PM, Hughes has been updating HSCA's status reminding people of the date and that the market will feature baking goods, gifts, hot chocolate and even a photo booth.

There is a separate Facebook event listing showing 283 who "will be attending" and 248 who "may be attending".

"It's not a difficult thing to do once someone shows you how. It's almost too easy and it's basically free marketing," says Hughes.

"It's a great way to get the word out on something quickly to a large group of people and with little cost."

If you still aren't ready to take the plunge the Federation of Calgary Communities has created a page where community associations can post upcoming events, photos, discussion topics or anything else you can think of to promote your community. **Find us at [www.facebook.com/FederationofCalgaryCommunities](http://www.facebook.com/FederationofCalgaryCommunities)**



Bob van Wegen, Urban Planner  
planning@calgarycommunities.com

Natasha Kuzmak, Urban Planner  
engageinplanning@calgarycommunities.com

### **Did you respond to the Stream 3 applications request?**

In November you should have received a letter from the City in early November to update the Stream 3 circulation list. “Stream 3” applications are considered less complex to process and are not usually circulated to communities unless the community has asked for them, but some Stream 3 applications are of significant interest (changes of use including liquor stores in existing buildings, billboards, secondary suites, etc.). The City maintains a Stream 3 Circulation Matrix that lists the types of applications communities have asked for. To review and update your community’s request on the Stream 3 Matrix, contact Lisa Johnson-Patalla at 268-3567, lisa.johnson-patalla@calgary.ca

### **Management Review of Off-leash Dog Areas**

The City of Calgary is reviewing its policies regarding off-leash dog parks through an Off-leash Area Management Plan. Until December 8, interested persons may provide input through [www.calgary.ca/offleash](http://www.calgary.ca/offleash). If you have any questions, please call 311 or contact Natasha at [engageinplanning@calgarycommunities.com](mailto:engageinplanning@calgarycommunities.com). If you decide to call 311, specifically mention the management review for off-leash dog parks.

### **Permitted semi-detached moving forward**

As previously reported, on December 6 City Council is considering a permitted contextual envelope for semi-detached dwellings in RC-2. The envelope is similar to the existing contextual single-detached use in RC-1, but will adhere to the 60/40 depth rule rather than 65/35, and adjoining units will have to be “staggered” for additional visual interest. It is

expected that about 38% of semi-detached will fall inside this envelope and be “permitted”, and therefore not circulated for comment or be appealable. ARPs and the Infill Guidelines will also not apply.

Many communities remain uncomfortable with aspects of permitted infills, and infills generally. Tree loss is a perennial concern (pardon the pun), and there is a lack of a tree requirement in the bylaws. One community, Richmond-Knob Hill, has analyzed its many applications and noted that tree retention and planting was improved through community input, but that will not happen for “permitted” applications. If you want a copy of their report and methodology, get in touch with the Federation planners. We will be following up on our CPC comments, asking Council to direct some work on tree policy and rules for permitted infills. If you have a view on this, or the semi-detached infills generally, to talk to your Alderman or consider attending the public hearing. Also contact us at The Federation.

### **Front Driveway grandfathering**

Following up on a report last month, Council’s LPT committee unanimously approved amendments to the Infill Guidelines and the Land Use Bylaw to clarify that existing front driveways are “grandfathered” in infill development, so long as they are not moved or widened, and may be kept at the discretion of the applicant. Otherwise, the Guidelines and the Bylaw discourage front drive access if there is good lane access, unless it matches the context on the block-face. The recommendations go to Council on Dec. 6; the Infill Guidelines may be changed there and direction given to prepare a Bylaw amendment.

### **Infill Guidelines may expand**

Responding to a Council motion prompted by the Federation back in the spring, City Administration is recommending that the Infill Guidelines be applied throughout the Developed Area of the city. The longstanding Guidelines help inform planners regarding discretionary infills, and in some ways they helped to inform the Developed Area rules in the new Land Use Bylaw. When the Infill Guidelines boundary was established in 1993, it covered inner city and inner suburb communities where infills were happening. Today, about 25% of infill are built outside of the old boundary, sometimes just across

the street. This change will mean the Guidelines are available to all redeveloping communities. Since these are “guidelines” not “rules”, and are already applied generically to a wide variety of community types, we contended they were broad enough for general use and City planners agree. This goes to Council’s LPT committee on December 15. If you have questions or concerns, contact Bob at the Federation.

### **Digital signs rules**

As directed by Calgary Planning Commission in the spring, and after three consultations since August, City staff are close to completing Land Use Bylaw rules for “digital” signs (present rules do not effectively address these signs). This will affect third-party and regular commercial signs, also digital signs that might be put on community buildings, etc. We anticipate the proposal at CPC in December and Council tentatively February 7. A number of communities have expressed concerns about proliferation and location of digital signs. Some are also interested in employing them on their own buildings. This work is happening in advance of a more comprehensive review of sign policies generally, which is anticipated to next year. If you are interested in this or want more info please get in touch.

### **CPC Appoints Federation nominee**

Congratulations to Shawn Ripley, who was appointed to Calgary Planning Commission upon the recommendation of the Federation. He is a previous community association president and CPC member. The City invites stakeholders including the Federation to make non-binding nominations to CPC, with Council making the final decision.

### **Multi-residential changes to Council in New Year**

Changes to multi-residential districts previously reported passed at CPC and will go to City Council for a public hearing in January 10. Communities who were consulted and the Federation were generally supportive of the changes. For information, contact the Federation.

### **PIP Course on Development Enforcement, January 22**

We have a brand new Partners In Planning elective

that describes the role of Development Enforcement in the planning process and how Development Completion Permits are issued. Learn about numerous enforcement issues including development permit requirements, illegal suites, home businesses and how to submit a complaint. A discussion about secondary suite requirements is also included. PIP courses are FREE; you need three core courses and at least one elective to complete the certificate. Doors and sign-in at 8:30am, course from 9am - noon. Location: Braeside Community Association, 11024 Braeside Drive S.W. Refreshments provided. Register online at the Federation website. (And congratulations to the 21 recent PIP graduates from the 2009-10 season!)

### **Orientation to Planning – January 26**

The Orientation to Planning Process and Issues workshop walks CA reps through the Community Guide to the Planning Process, which was recently updated. The small-group workshop will help participants get up to speed on the Guide and is an opportunity to discuss issues with Federation planners and colleagues from other CAs. The workshop complements the PIP program and is particularly useful if you missed the PIP “core” courses that were offered in the fall of 2010. Free but you must register; space is very limited. January, at the Federation office, 1609 – 14th Street SW. Workshop from 7 – 9. Register on the Federation website.

### **Updates to the Community Guide to the Planning Process**

We have completed updates to this useful Guide. They are now posted on the website - linked from the Planning page. You can print the changes and insert them into your binder, and copies will be available at the office and at PIP courses. If you come in the office, bring in your old binder so we can swap it with a new one. Some of the changes include a description of the new Municipal Development Plan (“Plan It”), and how it fits into planning decision-making on applications. We have also added some timely planning issues such as community gardens, special care facilities and good neighbour agreements, and surplus school sites.

# Reading Financial Statements



Raid Nazzali

raid.nazzali@calgarycommunities.com

As board members it is imperative that you at least develop a basic understanding of how to read your financial statements because these statements provide a clear picture of the financial condition of the organization. There are four main financial statements required by Generally Accepted Accounting Principles (GAAP) which include the following reports: Statement of Financial Position, Statement of Net Assets, Statement of Operation, Statement of Cash Flow, and Notes to Financial Statements.

The Statement of Financial Position report shows the organization's assets (what the organization owns), liabilities (debt/obligations that the organization has not yet paid), and net assets (difference between the total assets and total liabilities) at a fixed point in time. In the asset section you will find current assets which include cash accounts, certificates of deposits and investments, and items such as receivables which will be converted to cash within one year. Capital assets include items such as buildings, furniture, and equipment. In the liability section you will find current liabilities which include accounts payable to vendors, and withheld payroll taxes due while on the other hand long term liabilities include long term debt.

When it comes to the Statement of Financial Position, the question I get asked the most is;

“What is this deferred cash contribution and deferred capital contribution in the liability section of the Statement of Financial Position?”

Interestingly enough, these are two added complexities of not for profit accounting that the profit sectors never sees. The reason is that these two categories appear on your statements as a result of the fact that the organization has restricted funds (conditions that donors place on their contributions) amounts of cash. For example, grants that technically do not belong to your organization until the money is spent. Deferred cash contribution is simply the unspent amount of funds that are restricted for specific purposes. Deferred capital contributions are the remaining restricted funds spent on capital assets

that have not been amortized.

Statement of Change in Net Assets report accounts for any changes in net assets from one accounting period to the next. Moreover, it shows the organizations changes in wealth.

Statement of Operations report shows the amount of income earned over a period of time and the amount that was spent. In the Statement of Operations you may have one of three outcomes: revenue greater than expenses (Surplus), revenue less than expenses (Deficit), and revenue equals expenses (Breakeven Point). In essence, it informs you of how well the organization is operating. Comparing your Statement of Operations on a budget to actual basis while highlighting your variances on a monthly basis provides an effective mechanism for evaluating the organization's current position.

Statement of Cash Flow report shows all the funds flowing into the organization and flowing out of it during a certain period of time. The Cash Flow Statement groups activities into either operating, investing, or financing while focusing its attention on changes to Statement of Financial Position accounts. For the most part only auditors usually produce this statement.

Notes to Financial Statements are considered part of the financial statements and must be considered in their entirety when reading the statements. You will find details such as the organization's mission, information on significant accounting policies, and any commitments that the organization may have.

Not-for-profit organizations present their financial statements using either the deferral or restricted funds method. The deferral method recognizes the revenue of restricted contributions in the same period as the direct correlating expenses are recognized while the restricted funds method in its simplest form recognizes the revenue and expenses in the appropriate restricted fund. The majority of our organizations report their financial statements under the deferral method of accounting. If you require further assistance regarding the differences between the two methods please feel free to contact me.

At the end of the day, the types and frequency in which financial statements should be provided depends on its users and its economic situation. For example, banks may require reports more frequently to verify financial strength to pay back loans while funders or other donors may want reports to verify that donations are being spent appropriately by the organization.

# News from around the city...

## Mayor's Annual Christmas Food Drive

The Mayor's Annual Christmas Food Drive is underway! So far 22 community associations have registered for the event.

140,442 Calgarians received food through their Emergency Food Hamper Program from September 2009 to August 2010. Client visits have increased by 57% since the start of the recession. 32% of the requests for food hampers were made by people with a job. 41% of the clients were children.

Further, the Calgary Food Bank has reached out to other parts of this region by assisting nearby food banks. 1.45 million kg of food industry donations were shared with 26 food banks in south and central Alberta, Whitehorse and Yellowknife.

"Every organisation in the Mayor's Food Drive is important to us because each group brings with it different connections. The Federation pulls together communities to participate while connecting us with a new group of people such as those residing in new communities, says Manager of Communication and Resource Development, Nollind van Bryce. "Every community has a demographic we'd like to connect with."

If your community would like to participate in the food drive you can sign up on The Federation's website: [www.calgarycommunities.com/events.php](http://www.calgarycommunities.com/events.php) before Tuesday, December 14th, 2010.

## City Grants now available

The City of Calgary is now open for funding applications through its Sport Facility Renewal Project, which allows \$40 million of funding between 2009 and 2015 for the upgrade of existing sport facilities in Calgary.

Sport Facility Renewal Projects eligible for funding will address facility capital maintenance and/or upgrades that will enhance sport opportunities for Calgarians. Eligible projects may include those that accommodate growth, the repurposing of a facility or amenity, and/or large-scale maintenance projects (e.g. ice plant replacement, roof replacement etc.). Funding for new sport facilities will not be considered under this funding program.

The current round of applications for the Sport Facility Renewal Funding Program is for the release of \$13 million available for 2011 disbursement. The timeline for 2011 applications is as follows:

<b>Timeline</b>	<b>Action</b>
December 31, 2010	Applicant advises City Liaison of intent to submit
January 31, 2011	Applicant submits 2011 application package*
February 1-28, 2011	Submissions reviewed and evaluated
March 31, 2011	Project eligibility and pre-approval forwarded to Province
July 2011	Projects presented to Council for approval
August 2011	Successful applicants notified

Call 311 for more information.

All applications will be rated against the priorities outlined in the 10 Year Sport Strategic Plan for Sport Facility Development & Enhancement.

# Photos of Governor General's Visit



For more pictures please go to the Federation's Homepage [www.calgarycommunities.com](http://www.calgarycommunities.com) and click the blue Facebook tab.

You don't have to have a Facebook account to view the pictures and links. However, if you wish to comment on the photos or promote your community's events you do have to join the page.

# A message from the Executive Director

Federation President, Past President, Vice President and Executive Director sit down with the Governor General to discuss the value of community associations and volunteer engagement.

20,000 Volunteers Strong! In recognition of the community association movement and the work each of you do, the Governor General of Canada visited the Federation of Calgary Communities.

On Tuesday November 30th, His Excellency, the Right Honourable David Johnston met with a few members of our board and myself (Leslie Evans) to discuss the community association movement in Calgary; specifically how community associations (CAs) engage members and volunteers.

As I reflect on the stories we shared, I realize how honoured and proud I am to be the Executive Director of the Federation of Calgary Communities; a support organization to you!

I truly believe in the work each of you do. Each community association in our network is unique in the way it runs but are all important community assets. When we work collectively and in cooperation, our movement can be incredibly strong.

I am a native Calgarian who participated in community recreation through my local CA while growing up. Motivated by the need to meet my neighbours when I moved to a new neighbourhood, I became the president of my own CA. Community associations can be a hub for community life. Our work together improves the quality of life for residents.

On Tuesday, we told your stories. The stories about how CA volunteers excel while exciting and engaging others to lend a hand. Our movement is so rich and we did our best to give the valuable work you do justice.

I want to thank each of you, as community association volunteers, for doing your part... for stepping up when your community needed you, for giving so much of your time, for participating in and growing the community association movement... ultimately, for improving neighbourhood life in Calgary!



Leslie Evans  
Executive Director



For more information you can see the press release at: [http://calgarycommunities.com/communityInfo/news\\_releases.php#nov30](http://calgarycommunities.com/communityInfo/news_releases.php#nov30) or [www.facebook.com/FederationofCalgaryCommunities](http://www.facebook.com/FederationofCalgaryCommunities)

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**“Improving Neighbourhood Life in Calgary”**

# Community Q & A

## GET engaged! deadlines

Submissions accepted until 4 p.m. on the following dates:

Issue	Deadline
Jan. ....	Dec. 15
Feb. ....	Jan. 19
March .....	Feb. 16

For details, please visit our website  
[www.calgarycommunities.com](http://www.calgarycommunities.com)

## Federation Staff & Services

Executive Director	Leslie Evans
Urban Planning	Bob van Wegen Natasha Kuzmak
Community Relations	Brendan Murray
Member Services	Paul Meunier
Reception	Lori Winder
Bookkeeping	Raid Nazzali Vince Ma Lin Lin Zhu
Financial Audits & Accounting	Heidi Brauer,CMA Nancy Murdoch,CA Sophie Khatkar Linda Lin Vivian Zhao Kenneth Ng Yang Wang Annie An Mary Chen Sophia Wu

Board of Directors	
President	Robin Elford
Vice President	Christopher Harper
Secretary	Chris Cole
Treasurer	Ned Shillington
Director	Kendrick Charles
Director	Bruce Klippenstein
Director	John DeRinzy
Director	Melanie McDonald
Director	Maxine Morrison
Director	Peter Rishaug
Director	Bill Scott
Director	Andrew Walcot
Director	Michael Wilhelm
Director City Liaison	Pam Meunier

## You Asked Us

**Q**

What different kinds of policies and procedures should our organization address?

## Answer

**A:**

All registered organizations have Objects and Bylaws, known as governance documents. The missing piece for many organizations is the Policies & Procedures Manual that supports the effective operation of the Board of Directors and management of the assets. In most cases, the senior staff of the organization identifies the need for policies and drafts them. The board then reviews, questions, amends and ultimately approves the policies.

POLICIES answer the questions “why” and “what” must or must not happen, and are the broad direction required to put goals into action.

PROCEDURES answer the question “how” and are the details that take policies to action.

There are 3 main types of policies:

Framework policies include bylaws, purpose, mission, core beliefs, values, and mandate. If the changes affect the organizational Objects or Bylaws, the amendments require filing with Alberta Registry.

Governance Policies dictate how the board will manage itself. Examples are governance structure, recruitment, orientation, code of conduct, and conflict of interest. These policies are about the board and for the board.

Operational policies relate to service, finances, human resources and administration of the organization.

## Federation Sponsors

### Platinum



### Bronze



**TOOLE PEET**  
INSURANCE

### Gifts in Kind



# BARTMAN

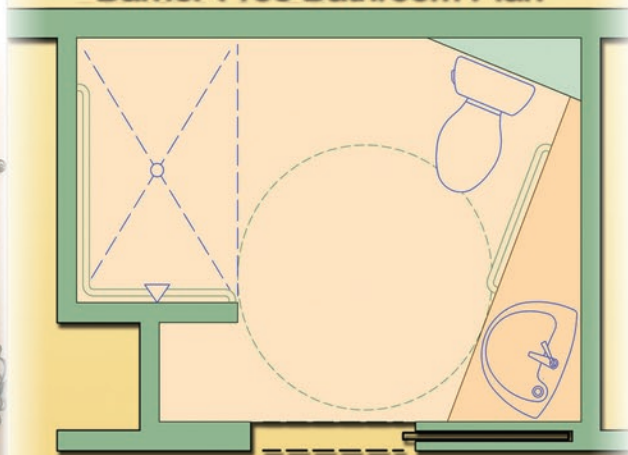
## BARRIER FREE RENOVATIONS

***helping you make changes so you can  
continue to live safely & securely at home***

- ☑ *we meet to discuss the changes that are best for you*
- ☑ *we plan, design and do the work for you*
- ☑ *we warranty the work we do*



**Barrier-Free Bathroom Plan**



**Hallway**



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Canadian  
Home Builders'  
Association



Calgary Region  
Member



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

# *Invites you to our Annual Open House*



We would be pleased to have you join us for some holiday cheer on Thursday, December 9, 2010 from 4:00 - 7:00 p.m. at our offices

Suite #301,  
1609—14 St. SW



**TOOLE PEET**  
**INSURANCE**

# COMMUNITY HERO AWARD

*“Nominate a local hero  
in your Community”*



The Federation of Calgary Communities, along with our proud sponsor Toole Peet, would like to recognize the many unsung heroes who make **OUTSTANDING** contributions by volunteering in their communities through their community association.

WHO CAN BE  
NOMINATED?

All individuals who contribute an **EXCEPTIONAL** amount of time volunteering and who your Community Association feels should be recognized for their contributions are eligible for our program.

HOW TO  
NOMINATE.

Please complete the information on the reverse side and return to The Federation's office, either by mail (address shown below), or fax to 244-4129.

WHAT DO  
THEY GET?

- All nominees will receive a framed “Certificate” from the FCC to be presented at a time convenient for your Board.
- Each year all nominees will be entered into a draw for a special gift from Toole Peet presented at The Federation's Annual General Meeting.

WHO DO YOU  
SUBMIT TO?

Federation of Calgary Communities  
Suite 301, 1609—14 Street SW

Calgary, AB T3C 1E4 PH: 244-4111  
FX: 244-4129

Email: [fcc@calgarycommunities.com](mailto:fcc@calgarycommunities.com)  
Website: [www.calgarycommunities.com](http://www.calgarycommunities.com)



# NOMINATION FORM

## Toole Peet Community Hero Award

DATE: \_\_\_\_\_



**TOOLE PEET**  
INSURANCE



THE \_\_\_\_\_ COMMUNITY ASSOCIATION  
is nominating the following individual;

### NOMINEE

Name: \_\_\_\_\_

Please **PRINT** clearly—it is important to have the name correct on the Certificate

HM Address \_\_\_\_\_ PC \_\_\_\_\_

HM Phone \_\_\_\_\_ Cell # \_\_\_\_\_ WK \_\_\_\_\_

### VOLUNTEER CONTRIBUTION

(1) Length of Service: # \_\_\_\_\_ years volunteering for CA # \_\_\_\_\_ hours per month

(2) Current CA volunteer duties: \_\_\_\_\_  
\_\_\_\_\_

(3) Past CA volunteer service: \_\_\_\_\_  
\_\_\_\_\_

(4) Other volunteering time : \_\_\_\_\_  
\_\_\_\_\_

(5) Describe WHY you feel this individual should be recognized for this award \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*If more space is required, please attach on a separate page*

### NOMINATOR

Name \_\_\_\_\_ Daytime PH \_\_\_\_\_

CA Position: \_\_\_\_\_ Cell # \_\_\_\_\_

#### **Presentation Information** (to be completed by CA)

Preferred Date: \_\_\_\_\_ Presentation Time: \_\_\_\_\_

Type of Function: \_\_\_\_\_ (AGM, Board Meeting, Special Event, etc)

<p><b>Federation Office Use</b> Confirmed Date &amp; Time with CA on _____ Confirmed Presenter(s) on _____ Presenter(s) are: _____</p>
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