



Community

Perspective



Federation
of Calgary Communities

Improving neighbourhood life in Calgary

Spring 2010

What Our Member Communities Really Think of Us...

At the end of every year The Federation of Calgary Communities conducts a satisfaction survey. By doing this we hope to gain valuable insight into what we are doing right and where we can improve.

The Survey measures people's satisfaction with our five core programs and services: Bookkeeping, Financial Audits, Urban Planning, Organizational Support and Celebrating and Connecting Communities. After looking over the 2008 results we decided to change the Survey around.

For the 2009 survey we directed specific portions of the survey at the appropriate board members making completing the survey faster, easier and more concise. When it came to communications, organizational support and networking with other community associations in the city we directed the questions at the Presidents. Where there was a question concerning planning we directed the question at the Planning Representative. When it came to how well we supported our communities

with regards to bookkeeping and financial management support we directed the questions at community associations Treasurers.

We are proud of the fact that we can gather valuable feedback from the person in the community who specializes in a particular area. For example After collecting responses from the community volunteers we feel pretty good about what communities are saying...

- 62% of communities that answered encourage their board members to attend our Partners in Planning Program
- 73.5% of people that answered stated that either they or someone from their organization have accessed our workshops.
- 72.1% said that they had sought consultations with a Federation employee

- 70.1% of people who answered the survey said that they had attended information and networking sessions with the Federation
- 84.8% of respondents reported that they read and discuss the content of the Federation's newsletter with other community association board members

Not only were the results indicating that we are on the right track and making progress on effectively supporting community associations and other Calgary area not-for-profits, but our response rate had gone up significantly indicating that our relationship with community groups throughout the city is strengthening.

Over the next six months we will continue to build on the success of that last six months to ensure that our organization is offering community associations and groups the support they need in today's not-for-profit world.

Inside this Issue:

- 2 Achievements and Events
- 2 Program Spotlight: "Member Services"
- 3 Some numbers to back things up
- 3 Coming up...
- 4 Our members, volunteers, staff and board

The Inside Scoop

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.

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...

- 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. The Members Only section, specifically geared toward member needs, has doubled in size over the past year.
- Held a general meeting in March that included presentations from Derek Cook of the City of Calgary that outlined the socio-economic changes effecting Calgary and how this would impact communities
- Attendance at our Administrator's meetings continues to grow and has seen the need to add evening sessions for interested Board members. These workshops have seen exceptional attendance and excellent feedback.
- New Auditor brought in with signing authority increasing the Federations ability to take on more audits, and serve more communities in an efficient manner
- 50th Ave community consultation project: The Federation facilitated a visioning program that included the city of Calgary, the University of Calgary and the communities surrounding 50th Ave SW, including Elboya, Britannia and Windsor Park
- Convening a meet and greet between the Provincial Cabinet, the Calgary Caucus and over 100 of Calgary's community leaders
- Facilitated a workshop with 19 communities on low density infill issues
- Participated on the Plan It Implementation Committee

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

Program Spotlight... The Federation's Member Services Program

The Federation works hard to support over 200 Calgary area not-for-profits including 146 community associations. Through our five core services we provide these organizations with the tools necessary in today's not-for-profit world. We are proud to offer our members support in Urban Planning, Bookkeeping, Financial Audits, Celebrating Communities (community relations) and Member Services.

This section will focus on the Federation's Organizational Support or "Member Services" program. For information on our other programs please visit www.calgarycommunities.com

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

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)

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 Support (update, information)

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



MEMBER SERVICES

Statistics From the Past Seven Months (September 1, 2009-April 1, 2010)

These numbers were tracked from September 2009 to April 2010 in order to reflect the incredible amount of work accomplished by the Federation's staff and board members.

Between September and April we...

- Responded to 84 external parties requesting information about community associations
- Promoted 26 community stories celebrating successes and initiatives in the local media
- Had 2411 visitors to the members only section of the Federation's web site
- The Federation's 'Planning Services' has received 96 requests for input over the past seven months
- 'Planning Services' held or supported 22 workshops and events which saw 814 participants
- Federation planners initiated or convened 49 meetings
- The Federation planners have also written 108 articles and notices on community planning issues over the past seven months
- Our Member Services Coordinator created 74 new resources for community association volunteers
- 'Member Services' received 624 requests for support from community associations and small Calgary area not-for-profits
- Produced and launched 16 new workshops in board governance, planning and financial management
- Member Services also identified and addressed 209 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 70 audits for community associations and other Calgary area not-for-profits
- Our 'Audit Services' has hosted 300 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:

Member Support

- 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.

Networking...

- Becoming more instrumental in disseminating information from City of Calgary departments and Calgary area not-for-profits through community associations
- Community Conference and Trade show connecting community associations with important services and retailers

Urban Planning...

- The Federation has recently developed some resource materials for community association planning committees focused on citizen engagement. Specifically, these tools and resources are aimed at promoting more effective and representative planning committees, greater citizen involvement in community planning, and proactive, visionary planning exercises.

Bookkeeping...

- More on-site support for community association bookkeeping
- Increased support with compliance support such as T2 Returns, T3010 Charity Returns, Alberta Gaming Liquor Commission Reports

Our member feedback

"I found the session to be most enlightening and informative. I think this should be made a mandatory course for all community association boards in the city"

-Richard Emery, CKE Community Assoc

"You guys do a great job with your newsletter."

**-Maureen Boudreault
Urban Development Institute**

"I would like to thank the Federation for the foresight to have policies and governance documents on the website."

**-Terry Lynn Martin
Martindale Community Assoc**

"I enjoyed the course and particularly your indepth knowledge of a lot of things board related".

**-Bryan Ellert,
Downtown West Community Assoc**

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



Silver—\$10,000-\$19,999

Bronze—\$5,000-\$9,999



TOOLE PEET
INSURANCE

Friends—\$500-\$4,999

Gift In Kind:



2010 Member Community Associations

REGULAR MEMBERS

Abbeydale
Acadia
Albert Park/Radisson Heights
Applewood Park
Arbour Lake
Auburn Bay
Banff Trail
Bankview
Beddington Heights
Beltline Communities of Victoria and Connaught Association
Bonavista Downs
Bowness
Braeside
Brentwood
Bridgeland/Riverside
Britannia
Calgary Evergreen
Calgary Marlborough
Calgary Parkland
Cambrian Heights
Canyon Meadows
Capitol Hill
Chaparral
Chinook Park/Kelvin Grove/Eagle Ridge
Citadel
Cliff Bungalow - Mission
Coral Springs
Crescent Heights
Crestmont
Crossroads
Dalhousie
Deer Ridge
Deer Run
Discovery Ridge
DouglasdaleGlen /Douglasdale Estates
Dover
Downtown West
East Village Action Committee
Eau Claire
Edgemont
Elbow Park Residents' Association
Elboya Heights

Erin Woods
Evanston-Creekside
Fairview
Falconridge/Castleridge
Forest Heights
Forest Lawn
Glamorgan
Glenbrook
Glendale/Glendale Meadows
Hamptons
Hawkwood
Haysboro
Hidden Valley
Highland Park
Highwood
Hillhurst/Sunnyside
Hounsfeld Heights Briar Hill
Huntington Hills
Inglewood
Killarney/Glengarry
Kincora
Kingsland
Lake Bonavista
Lakeview
Lindsay Park
Marlborough Park
Marquis de Lorne
Martindale
McKenzie Lake
Mid-Sun
Millican Ogden
Millrise
Monterey Park
Montgomery
Mount Pleasant
New Brighton
North Haven
Northern Hills
North Glenmore Park
Oakridge
Palliser/Bayview/Pumphill
Parkdale
Parkhill Stanley Park
Penbrooke Meadows

Pineridge
Queensland
Ramsay
Ranchlands
Richmond/Knob Hill
Rideau Ridge Society
Rideau/Roxboro
Riverbend
Rosedale
Rosemont
Rosscarrock
Rundle
Rutland Park
Saddle Ridge
Sandstone MacEwan
Scenic Acres
Shaganappi
Shawnee/Evergreen
Shawnessy
Sherwood
Signal Hill
Silver Springs
Somerset/Bridlewood
South Calgary
Southwood
Springbank Hill
Spruce Cliff
St. Andrew's Heights
Strathcona Christie Aspen
Sunalta
Taradale
Temple
Thornccliffe/Greenview
Triwood
Tuscany
Tuxedo Park
Valley Ridge
Varsity
Westgate
West Hillhurst
Whitehorn
Wildwood
Willow Ridge
Windsor Park

Winston Heights/Mountview
Woodcreek
Downtown East

Associate Members
Bears paw-Glendale
Bow Valley Agricultural Society
Bragg Creek
Chestermere Regional
Springbank Park

Service Members
33 Street NE Community Bingo Assoc. (Bingo Barn)
Alberta Bicycle Association (ABA)
Alberta Community Crime Prevention, The
Alberta Magazine Publishers Association
Alberta Senior Citizens Sports & Rec. Assoc
Alberta Spay Neuter Task Force Society
Alexandra Centre Society.
Animal Rescue Foundation
ArtPoint Gallery & Studios Society
Best Bingo Association, The (Golden Wings Bingo)
BowMont All Seasons Service (BASS) Society
Bow Waters Canoe Club
Calgary Academy Parents Assoc.
Calgary Area Outdoor Council
Calgary Community & Sports Bingo
Calgary Community Block Watch
Calgary Ethiopian Community Association
Calgary Irish Music & Dance Association
Calgary Minor Softball Association
Calgary Multicultural Centre
Calgary Northwest Recreational Centre
Calgary Rangers Soccer Club

Calgary Reads Society
Calgary Region Airshed Society
Calgary Retired Teachers' Association
Calgary Ski Club
Calgary Southwest Communities
Resource Center Society
Calgary Sport Council
Calgary tour de nuit society
Community Kitchen Program of Calgary
Community Life Improvement Council, The
Community Mediation Calgary Society
Cooper Memorial Benevolent Society
Crowchild Hockey Association
Fairview Women's Hockey
Family Leisure Centre Seniors Club
Five Star Bingo Association
Gleneagles Community Association
Good Companions 50 Plus Club
Hamptons Homeowners Association
National Sports Development Soccer Club
NE Centre of Community Society
North of McKnight Comm. Resource Centre
Nose Creek Sports & Recreation
Ogden House Seniors' Club
Panorama Hills Estates Home Owners Assoc.
Peer Mediation and Skills Training
Peer Support Services for Abused Women
Rotary Park Lawn Bowls Club (formerly RCL#1 Branch Lawn Bowling Club)
Society of Briar Hill Children's Programs, The
South Fish Creek Recreation Assoc.
Sterling Springs
Storehouse 39-3-10
Sunrise Community Link
Trico Centre
Non-Service Members
Calgary Industrial Softball Association

Federation Volunteers, Board and Staff

Volunteers

Steve Garcia, Web Support
A.J. Hill, Youth Volunteer
Chelsey Nicholas, Youth Volunteer
Jessica Nicholas, Youth Volunteer
Marissa Mandel, Event Support

Board

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

Staff

Leslie Evans, Executive Director
Raid Nazzali, Senior Accountant
Vince Ma, Bookkeeping
LinLin Zhu, Bookkeeping
Paul Meunier, Member Services
Brendan Murray, Community Relations
Bob van Wegen, Community Planner
Lori Winder, Reception

Heidi Brauer, CMA
Nancy Murdoch, CA
Sophie Khatkar, Accounting Tech
Linda Lin, Accounting Tech
Vivian Zhao, Accounting Tech
Mary Chen, Accounting Tech
Yang Wang, Accounting Tech
An Fang, Accounting Tech
Kenneth Ng, Accounting Tech