Annotated Reading List

Information Resources on Volunteers and Volunteering in Canada

Compiled by Indra Liepins

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Knowledge Development
Canada Volunteerism Initiative
Développement des connaissances
Initiative canadienne sur le bénévolat
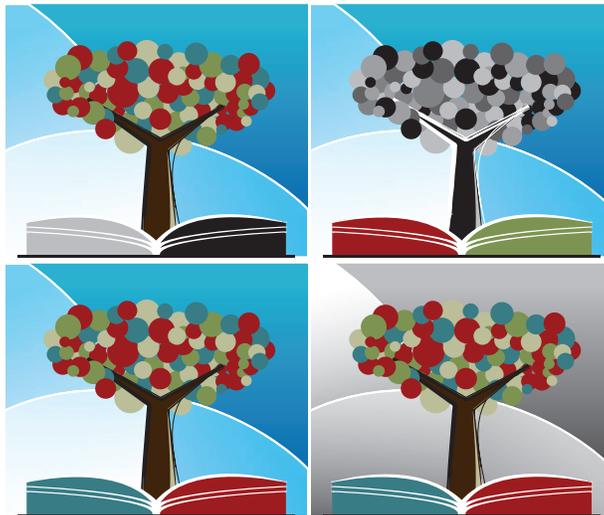
Imagine Canada

Please note : many of the links included in this document are no longer valid. To find a document of interest, please visit the new Nonprofit Library website at http://library.imaginecanada.ca/home or use the library catalogue search function available at http://ic.andornot.com/

For more information about the Knowledge Development Centre, visit ¸ ¸ ¸ È å&Ë&å&Ë&å È

Canada

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INTRODUCTION

This Annotated Reading List was created as a reference tool for individuals interested in learning about volunteers and volunteering in Canada. It provides short descriptions of most of the reports, manuals, guides, fact sheets, and tools published by the Knowledge Development Centre at Imagine Canada between 2003 and 2007.[1] The resources are listed alphabetically by title. Readers can also locate resources by author, organization, and topic using back-of-the-book indexes. Those interested in a fuller discussion of the literature should consult *Volunteering in Canada: Practical Findings from 2000-2007*.

The Knowledge Development Centre was a five-year program funded by the Government of Canada through the Canada Volunteerism Initiative (CVI). Its goals were to build the body of knowledge on volunteering and volunteerism and transfer this knowledge to voluntary organizations to improve their capacity to benefit Canadians. The Centre accomplished its goals by funding 61 community-based and national research projects and publishing their results in over 100 information resources. All of these resources are available in both French and English from Imagine Canada's virtual library at **www.nonprofitscan.ca**.

The CVI also created two other national centres and 13 local networks, one in each province and territory. The other national centres were the Information Capacity Building and Awareness Centre, operated by Volunteer Canada, and the Community Support Centre, operated by Volunteer Canada in partnership with Imagine Canada. The Canada Volunteerism Initiative Catalogue, available at **www.volunteer.ca**, provides a complete list of resources published through the CVI.

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1 A few resources published in March 2007 are not included because they had not been finalized at the time this list was compiled. These resources can be downloaded from Imagine Canada's virtual library at www.nonprofitscan.ca.

1. **Aboriginal Governance and Leadership: Volunteers in the Friendship Centres of Canada**
   Douglas Durst and Karen Martens Zimmerly
   University of Regina
   Toronto: Imagine Canada, 2006

   This report presents the findings of a one-year national study of the leadership provided by the boards of directors of Canada's 117 Aboriginal friendship centres. These centres are Aboriginal-governed, nonprofit organizations serving Aboriginal people who are "off-reserve" and living in urban settings. Decision-making and leadership in traditionally based Aboriginal communities are different from that in mainstream Canadian society. But little is known about Aboriginal leadership and how modern Aboriginal leaders transpose their leadership and governance styles to nonprofit organizations in urban settings. This study offers ground-breaking research in this area.

2. **Aboriginal Participation in Neighbourhood Revitalization: A Case Study**
   Paul Chorney, Jim Silver, Claudette Mitchell, Randy Ranville, and Carey Sinclair
   West Broadway Development Corporation
   Toronto: Imagine Canada, 2006

   This report shares the findings from a 2005-2006 research study about a neighbourhood revitalization project that actively engaged Aboriginal volunteers. The research demonstrated that Aboriginal traditions of helping out and commitment to community can transform an urban area in decline into a vibrant community. The report discusses the motivations for Aboriginal volunteering and participation and provides insights into engaging Aboriginal volunteers.

3. Attracting and Keeping Youth Volunteers: Creating a Governance Culture that Nurtures and Values Youth

Rising Tide Co-operative Ltd. on behalf of the Canadian Worker Co-operative Federation and the Regional Co-operative Development Centre
Toronto: Imagine Canada, 2005

In 2004, Rising Tide Cooperative conducted research with youth between the ages of 16 and 30 who were involved with more than 40 organizations in Atlantic Canada. This manual contains suggestions that can help organizations involve youth volunteers, especially in leadership positions. There are also two fact sheets available from this study: one to help youth find out more about volunteering and one to help organizations understand what youth have to offer as volunteers.

4. Be a Volunteer: Tips for Youth

Fran Locke and Penelope Rowe
Community Services Council of Newfoundland and Labrador
Toronto: Imagine Canada, 2005

In 2004-2005, the Community Services Council of Newfoundland and Labrador conducted a study on young volunteers (age 15-34) in several locations in Central Newfoundland. From this research, four fact sheets and a report were developed. This fact sheet is specifically designed for young people interested in volunteering.

5. Benefits of Peer Volunteering

John Howard Society of Greater Moncton and the University of New Brunswick
Toronto: Imagine Canada, 2006

This fact sheet offers advice to ex-offenders on becoming peer volunteers. A second fact sheet from this study offers tips for organizations that are interested in setting up a peer volunteer program for ex-offenders. A report discussing promising practices to recruit and place ex-offenders as peer volunteers in community-based rehabilitation programs is also available from this research conducted in 2005-2006.

6. Board Volunteers in Canada
Barbara Brownlee
Imagine Canada
Toronto: Imagine Canada, 2006

This fact sheet summarizes the results of interviews Imagine Canada conducted in 2005-2006 with 33 board volunteers from across Canada. The purpose of the interviews was to learn more about the motivations, expectations, and goals of board volunteers and to gain insight into the challenges and barriers faced by this particular group. A report with recommendations for organizations that wish to recruit, retain, and support volunteers more effectively is also available from this study.

7. Board Volunteers in Canada: Their Motivations and Challenges
Elizabeth Ridley and Cathy Barr
Imagine Canada
Toronto: Imagine Canada, 2006

This report presents the results of interviews Imagine Canada conducted in 2005-2006 with 33 board volunteers from across Canada. The purpose of the interviews was to learn more about the motivations, expectations, and goals of board volunteers and to gain insight into the challenges and barriers faced by this particular group. Recommendations for how organizations can use the research results are presented in this report.

8. Building Capacity to Attract and Retain Literacy Volunteers
Sheryl Harrow, Mary Leggett, Susan Robertson, Lynne Townsend, and Sharla Daviduik
READ Saskatoon
Toronto: Imagine Canada, 2005

This report, based on a research project conducted in 2003-2004, offers concrete principles that literacy and other organizations working with volunteers can integrate into their volunteer programs to help recruit and retain volunteers. The report describes the factors affecting READ Saskatoon's capacity to recruit and retain volunteer tutors and Aboriginal volunteers in the context of the volunteering trends within the broader literacy community in Saskatoon.

9. Business Support for Employee Volunteers in Canada: Results of a National Survey

M. Easwaramoorthy, Cathy Barr, Mary Runte, and Debra Basil
Imagine Canada and University of Lethbridge
Toronto: Imagine Canada, 2006

This report, based on a survey conducted by Imagine Canada and the University of Lethbridge in 2005, presents the first comprehensive portrait of business support for employee volunteers in Canada. It provides insights into the nature and range of business support for employee volunteers. This information will be of interest to business owners and managers, staff and volunteers of nonprofit organizations, and government policy-makers. Two fact sheets are also available from this study.

10. Canadians Overseas, Canadians Back Home: Volunteerism without Borders

Sean Kelly and Robert Case
CUSO
Toronto: Imagine Canada, 2006

This fact sheet summarizes the findings from research undertaken in 2005-2006 about the volunteering habits of Canadians who have volunteered overseas. A report that discusses the findings in more detail is also available.

11. Community and Corporate Perspectives on Corporate Volunteer Programs: A Win-Win Approach to Community Betterment

Evelina J. Rog, S. Mark Pancer, and Mark C. Baetz
Wilfrid Laurier University
Toronto: Canadian Centre for Philanthropy, 2004

This research report is based on interviews conducted in 2003 with community organizations and companies involved in corporate volunteer programs. It provides guidance to companies that wish to motivate employees to participate in a corporate volunteer program. A fact sheet and manual are also available from this study.

12. A Community Profile

Fran Locke and Penelope Rowe
Community Services Council of Newfoundland and Labrador
Toronto: Imagine Canada, 2005

In 2004-2005 the Community Services Council of Newfoundland and Labrador conducted a study on young volunteers (age 15-34) in several locations in Central Newfoundland. From this research, four fact sheets were developed. This fact sheet summarizes the results of interviews with volunteers about the impact the study had on them.

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13. Continuing Strong Traditions: Aboriginal Participation in The Northwest Territories' Voluntary Sector

Lois Little, Sandy Auchterlonie, and Bob Stephen
Native Women's Association of the Northwest Territories, Northwest Territories Literary Council, and YWCA of Yellowknife
Toronto: Imagine Canada, 2005

The Northwest Territories Literacy Council, Native Women's Association of the Northwest Territories, and the YMCA of Yellowknife conducted research in 2003-2004 to gain an understanding of volunteers and volunteerism among persons of Aboriginal ancestry and to identify ways to increase the participation of Aboriginal volunteers in the voluntary sector in the Northwest Territories. This research report provides valuable insight into the strong traditions among Aboriginal people of helping and sharing for the well-being of others.

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14. Core Volunteers: Exploring the Values, Attitudes, and Behaviours Underlying Sustained Volunteerism in Canada

Lesley Gotlib Conn and Cathy Barr
Imagine Canada
Toronto: Imagine Canada, 2006

This report presents the results of research conducted by Imagine Canada in 2004-2005 exploring the unique characteristics of core volunteers, who are defined as those who volunteer 188 hours or more per year. The report provides managers of volunteers with information to assist them in effectively recruiting, retaining, recognizing, and supporting core volunteers. A fact sheet summarizing the motivations of core volunteers is also available from this study.

15. **Corporate Volunteer Programs: Boosting Employee Participation**

S. Mark Pancer, Evelina Rog, and Mark C. Baetz
Wilfrid Laurier University
Toronto: Canadian Centre for Philanthropy, 2004

This fact sheet presents the six major factors that influence employees' interest in participating in a corporate volunteer program and offers recommendations to companies that hope to motivate employees to get involved in such programs. A research report and manual are also available from this study.

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16. **Corporate Volunteer Programs: Maximizing Employee Motivation and Minimizing Barriers to Program Participation**

Evelina J. Rog, S. Mark Pancer, and Mark C. Baetz
Wilfrid Laurier University
Toronto: Canadian Centre for Philanthropy, 2004

This manual is intended to provide guidance to companies that wish to motivate employees to participate in a corporate volunteer program. It offers recommendations based on a detailed study of one of the largest corporate volunteer programs in Canada – the corporate volunteer program run by the Ford Motor Company of Canada – and on interviews with over 100 Ford employees. A fact sheet and report are also available from this study.

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17. **Developing a Risk Management Strategy: Five Steps to Risk Management in Nonprofit and Charitable Organizations**

Karen Six and Eric Kowalski
Social Planning Council for the North Okanagan
Toronto: Imagine Canada, 2005

This manual outlines the steps involved for charities and nonprofit organizations to develop a risk management strategy. It is based on a longer research report by the Social Planning Council for the North Okanagan, which shares information on risk management gathered in 2003-2004 from a number of nonprofit and government publications, nonprofit organizations, insurance industry representatives, legal and public sector representatives, and volunteers.

18. Employee Volunteerism: Benefits and Challenges for Businesses

Debra Basil, Mary Runte, Cathy Barr, and M. Easwaramoorthy
University of Lethbridge and Imagine Canada
Toronto: Imagine Canada, 2006

This fact sheet is based on the results of a survey conducted by Imagine Canada and the University of Lethbridge in 2005. It summarizes the benefits and challenges of employee volunteerism for businesses. Another fact sheet is available that summarizes the supports businesses in Canada provide to employee volunteers. The full research report is also available.

19. Employee Volunteerism: What Supports Do Companies Provide?

Debra Basil, Mary Runte, Cathy Barr, and M. Easwaramoorthy
University of Lethbridge and Imagine Canada
Toronto: Imagine Canada, 2006

This fact sheet, based on the findings from a survey conducted by Imagine Canada and the University of Lethbridge in 2005, summarizes the various types of support that businesses in Canada offer to employee volunteers. Another fact sheet summarizing the benefits and challenges of employee volunteerism for businesses and a full research report are also available.

20. Engaging Aboriginal Volunteers in Voluntary Groups with Territorial Mandates in the Northwest Territories

Lois Little
Native Women's Association of the Northwest Territories, Northwest Territories Literary Council, and YWCA of Yellowknife
Toronto: Imagine Canada, 2005

The Northwest Territories Literacy Council, Native Women's Association of the Northwest Territories, and the YMCA of Yellowknife conducted research in 2003-2004 to gain an understanding of volunteers and volunteerism among persons of Aboriginal ancestry and to identify ways to increase the participation of Aboriginal volunteers in the voluntary sector in the Northwest Territories. This case study documents the experiences of five voluntary groups in engaging Aboriginal volunteers.

21. Engaging People with Early Stage Alzheimer's Disease in the Work of the Alzheimer Society

Alzheimer Society of Canada
Toronto: Imagine Canada, 2006

The Alzheimer Society of Canada conducted research in 2005-2006 to identify strategies to promote the active participation of people with early-stage dementia in the organization as volunteers. This report summarizes the insights gained from the research and offers suggestions on steps nonprofit organizations can take to enhance their efforts to engage people with Alzheimer's disease and related dementias.

22. Engaging Retired Leaders as Volunteer Leaders: A Research Report

Har Singh, Dvora Levin, and John Forde
Volunteer Victoria
Toronto: Imagine Canada, 2006

This research report is based on the findings of a study conducted with a group of leaders who were either retired or close to retirement. It highlights the volunteer experience and retirement plans of leaders and provides insight into their capacity for and interest in volunteering after retirement. A resource manual that includes strategies for promoting volunteering to retired leaders, recruiting them as volunteers, and placing them in fulfilling positions is also available.

23. Engaging Retired Leaders as Volunteers: A Resource Manual for Nonprofit and Charitable Organizations

Har Singh, Dvora Levin, and John Forde
Volunteer Victoria
Toronto: Imagine Canada, 2005

This resource manual is based on the findings of a study conducted with a group of leaders who were either retired or close to retirement. It offers strategies for managers of volunteer resources and others in the nonprofit sector to successfully recruit these highly skilled and experienced individuals as volunteers. A research report is also available from this study.

24. Engaging Young Volunteers in Rural Newfoundland (Overview)

Fran Locke and Penelope Rowe
Community Services Council of Newfoundland and Labrador
Toronto: Imagine Canada, 2005

In 2004-2005, the Community Services Council of Newfoundland and Labrador conducted a study on young volunteers (age 15-34) in several locations in Central Newfoundland. From this research, four fact sheets were developed. This fact sheet offers strategies for organizations to attract and keep young volunteers.

25. Engaging Young Volunteers (Age 15 – 34) in Rural Newfoundland: A Research Report

Fran Locke and Penelope Rowe
Community Services Council of Newfoundland and Labrador
Toronto: Imagine Canada, 2006

This report presents the findings from research conducted in 2004-2005 by the Community Services Council of Newfoundland to find out why young people do and do not volunteer and what nonprofit organizations can do to attract and retain young volunteers and develop young volunteer leaders. Four fact sheets are also available from this study.

26. Estimating and Reporting the Value of Volunteer Contributions: Results of a Survey of Canadian Nonprofit Organizations

Laurie Mook and Jack Quarter
Ontario Institute for Studies in Education
Toronto: Canadian Centre for Philanthropy, 2004

This report is intended for nonprofit practitioners interested in enhancing their voluntary program management by calculating the economic value of volunteering. It examines the extent to which nonprofit and voluntary organizations keep records on volunteer contributions, how they estimate and report on the financial value of these contributions, and the challenges they face in attempting to do so. A fact sheet and a manual are also available.

27. Ex-Offenders as Peer Volunteers
John Howard Society of Greater Moncton and the University of New Brunswick
Toronto: Imagine Canada, 2006

This fact sheet offers tips for organizations that are interested in setting up a peer volunteer program for ex-offenders. A second fact sheet from this study offers advice to ex-offenders on becoming peer volunteers. A report discussing promising practices to recruit and place ex-offenders as peer volunteers in community-based rehabilitation programs is also available.

28. Ex-Offenders as Peer Volunteers: Promising Practices for Community-Based Programs
William Morrison, Cynthia Doucet, and Joanne L. Murray
University of New Brunswick and John Howard Society of Greater Moncton
Toronto: Imagine Canada, 2006

This report is based on research from a 2005-2006 study of ex-offenders volunteering on community-based transition programs for those finishing custodial sentences. Promising practices are identified for recruiting ex-offenders as peer volunteers. Two fact sheets are also available.

29. Expanding Volunteerism in Rural Schools in Nova Scotia: Promising Practices
Jane Baskwill
Mount Saint Vincent University
Toronto: Imagine Canada, 2006

This fact sheet from a study conducted in 2005-2006 identifies promising practices and summarizes barriers and recommendations for expanding school volunteerism. The manual from this study provides more detailed information regarding the research and an expanded description of best practices. The contents of these resources will be of interest to rural communities across Canada.

30. Expanding Volunteerism in Rural Schools in Nova Scotia: Promising Practices

Jane Baskwill
Mount Saint Vincent University
Toronto: Imagine Canada, 2006

This manual is intended to help rural school administrators and teachers, school boards, parent associations, and community groups to design effective and sustainable school volunteer programs. The contents will be of interest to rural communities not only in Nova Scotia but in other parts of Canada. A fact sheet identifying promising practices, barriers, and recommendations for expanding school volunteerism is also available from this study.

31. Facilitating Experiences for Younger Youth Volunteers Aged 8 to 12: A Manual for Leaders in Youth Organizations

Charlene Shannon and Brenda Robertson
University of New Brunswick and Acadia University
Toronto: Imagine Canada, 2006

This manual is intended to help staff and volunteers in organizations that involve, or are considering involving, younger youth as volunteers. It includes information about the volunteer experiences of 8 to 12 year olds and suggestions and strategies for creating positive volunteer experiences for this age group.

32. Family Volunteering: A Natural For Environmental Stewardship Organizations

Lois Lindsay
Evergreen
Toronto: Imagine Canada, 2006

This booklet, offers tips and strategies for designing family-friendly volunteering opportunities, recruiting family volunteers, and recognizing them appropriately so that they will become enthusiastic and dedicated volunteers.

33. Family Volunteering in Environmental Stewardship Initiatives: A Research Report

Lois Lindsay
Evergreen
Toronto: Imagine Canada, 2006

Stewardship organizations in Canada engage in a range of activities, from restoring natural habitats and greening school grounds to managing invasive plant species. Stewardship organizations rely heavily on volunteers. This report presents the findings from Evergreen's 2004-2005 research project on family volunteering as it relates to environmental stewardship organizations. It draws lessons for stewardship organizations and makes recommendations for further research on this topic.

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34. Fort Mcpherson: A Volunteer Model

Sandy Auchterlonie
Native Women's Association of the Northwest Territories, Northwest Territories Literary Council, and YWCA of Yellowknife
Toronto: Imagine Canada, 2005

The Northwest Territories Literacy Council, Native Women's Association of the Northwest Territories, and the YMCA of Yellowknife conducted research in 2003-2004 to gain an understanding of volunteers and volunteerism among persons of Aboriginal ancestry and to identify ways to increase the participation of Aboriginal volunteers in the voluntary sector in the Northwest Territories. This case study profiles volunteer groups in the small, predominantly aboriginal community of Fort McPherson NWT and discusses the factors and issues that influence volunteerism. It presents some good ideas for other communities, organizations, and individuals interested in encouraging and supporting Aboriginal volunteer participation.

35. Getting the Most Out Of Your Volunteer Experience: A Manual for High School Students

S. Mark Pancer, Steven D. Brown, Ailsa Henderson, Kimberly-Ellis-Hale, and Vanessa Buote
Wilfrid Laurier University
Toronto: Imagine Canada, 2006

In 2004, researchers from the Laurier Institute for the Study of Public Opinion and Policy (LISPOP) interviewed 100 second-year university students who had graduated from Ontario high schools in 2003 and had completed their community service requirement. The students provided useful information about how they approached their community service and how they found volunteer placements. A manual for schools and voluntary organizations is also available from this study.

36. Good Practices in Risk Management

Nicole Bertrand and Lyn Brown
Prince Albert & District Chamber of Commerce
Toronto: Imagine Canada, 2005

This fact sheet provides readers with a quick overview of risk management. What is risk management? What are the benefits of risk management programs for organizations? What are the strategies organizations use to manage risk? This fact sheet provides answers to these questions. A more detailed overview of this 2003-2004 research project on risk management can be found in Prince Albert & District Chamber of Commerce's guide *Risk Management: A Guide for Nonprofit and Charitable Organizations.*

37. **Government, Governance, and the Nonprofit and Voluntary Sector in Ontario: A Report about How Local Services Realignment Has Affected the Ability of Organizations to Recruit and Retain Leadership and Governance Volunteers**

Joan M.Christensen, Caroline Andrew, Melanie Bedore, and Carol Silcoff
Coalition of Ontario Voluntary Organizations (COVO)
Toronto: Imagine Canada, 2005

This report discusses the impact of local service realignment in Ontario on organizations' capacity to recruit and retain leadership and governance volunteers and provides recommendations for developing new strategies to address community needs. It is based on research conducted by the Coalition of Ontario Voluntary Organizations in 2003-2004. The research included interviews and surveys with 139 organizations in the nonprofit and voluntary sector.

38. **Guidelines for the Recruitment and Retention of Aboriginal Women Volunteers: Handbook**

Brandy Mowatt and Jacqueline Young
Institute for the Advancement of Aboriginal Women
Toronto: Imagine Canada, 2006

The Institute for the Advancement of Aboriginal Women conducted a national research study in 2005-2006 about Aboriginal women volunteers in urban and rural First Nations communities across Canada. The information in this handbook is based on input from the women volunteers. It is for nonprofit organizations who wish to understand the advantages and benefits of including Aboriginal women volunteers. A report describing the research framework in more detail is also available.

39. Helping Students Get the Most Out of Volunteering: A Manual for Schools and Voluntary Organizations

S. Mark Pancer, Steven D. Brown, Ailsa Henderson, and Kimberly Ellis-Hale
Wilfrid Laurier University
Toronto: Imagine Canada, 2006

This manual draws on research done in 2004, when 1,293 recent high school graduates were asked how they had located a suitable volunteer placement, what made their experiences positive or negative, and what benefits they received from volunteering. The manual is aimed at teachers, guidance counsellors and school administrators, and staff in voluntary organizations who are responsible for recruiting and managing volunteers. A guide for high school students is also available.

40. How Ethnic Congregations Help Immigrants Integrate into Canada

Femida Handy, Lisa Diniz, and Leona Anderson
York University
Toronto: Imagine Canada, 2005

This fact sheet highlights how religious congregations help immigrants integrate into Canadian society. It focuses on those who volunteer in their congregations, especially recent immigrants, and examines whether such volunteer activity allows immigrants to build and maintain social connections that help them adjust to living and working in Canada. A research report is also available.

41. How to Assign Monetary Value to Volunteer Contributions: A Manual

Laurie Mook and Jack Quarter
Ontario Institute for Studies in Education
Toronto: Imagine Canada, 2004

This manual shows readers how to assign a monetary value to volunteer contributions and is intended for nonprofit practitioners interested in calculating the economic value of volunteering to enhance their voluntary program management. A report and fact sheet are also available.

42. How to Manage Insurance Costs in the Voluntary Sector: Tips and Checklist

Vanessa Pfaff
Easter Seals
Toronto: Imagine Canada, 2006

In 2005, Easter Seals Canada in collaboration with Ryerson University conducted research to identify and document the challenges that rising insurance costs create for voluntary organizations and to identify the strategies and initiatives used to reduce liability and insurance costs. This toolkit offers organizations tips for managing insurance.

43. How to Organize Training Sessions for Harbour Authorities and Other Community-Based Management Organizations: A Manual

Coastal Communities Network
Toronto: Imagine Canada, 2006

In 2004-2005, Coastal Communities Network conducted research in harbour communities in Nova Scotia to learn more about the context and challenges of volunteer harbour authority management. The research resulted in this manual for holding training sessions with community-based management organizations. A research report is also available.

44. The Impact of Company Support on Employee Volunteering

Debra Basil and Mary Runte
University of Lethbridge
Toronto: Imagine Canada, 2006

This fact sheet explores how company support for volunteering impacts the volunteering experience. The findings are based on a survey of Canadians conducted by the University of Lethbridge in 2005-2006. Two complementary fact sheets and a report are available from a survey conducted with businesses by Imagine Canada and the University of Lethbridge.

45. The Impact of High School Mandatory Community Service Programs on Subsequent Volunteering and Civic Engagement

Steven D. Brown, S. Mark Pancer, Ailsa Henderson, and Kimberly Ellis-Hale
Wilfrid Laurier University
Toronto: Imagine Canada, 2007

Researchers from Wilfrid Laurier University undertook a study of the high school community service experiences of the first cohort of students to complete Ontario's mandatory community service program in 2003. This research report examines the extent to which such programs motivate young people to continue volunteering after they have graduated. Two manuals are also available from the research: one for schools and voluntary organizations and another for high school students.

46. The Impact of ICT on the Management of Canadian Volunteer Programs

Yvonne Harrison, Vic Murray, and James MacGregor
University of Victoria
Toronto: Canadian Centre for Philanthropy, 2004

The purpose of this report is to add knowledge about the effective use of Information and Communications Technology (ICT) in the nonprofit sector. It presents the results of research into the factors that impact ICT use and effectiveness in the management of volunteer programs in Canada. A fact sheet is also available from this study.

47. Intra-Organizational Volunteerism: A Manual for Creating Internal Marketing Programs to Recruit Employee Volunteers

John Peloza
Haskayne School of Business, University of Calgary
Toronto: Imagine Canada, 2006

The Haskayne School of Business at the University of Calgary conducted research in 2005-2006 on intra-organizational volunteering (employee volunteer programs). The study focuses on identifying the reasons why employees joined their company's volunteer program. The objective was to provide recommendations for employees and nonprofit organizations on developing an employee volunteer program.

48.   Island or Iceberg? : Liability and Voluntary Organizations

Agnes Meinhard
Easter Seals
Toronto: Imagine Canada, 2006

In 2005, Easter Seals Canada, in collaboration with Ryerson University, conducted research to identify and document the challenges that rising insurance costs create for voluntary organizations and to identify the strategies and initiatives used to reduce liability and insurance costs. The project resulted in this comprehensive research report and a solutions and tips guide for organizations.

49.   It's a Noble Choice They've Made: Sport Volunteerism in Small Communities in the Northwest Territories

Richard Daitch, Mary Pat Short, Rita Bertolini, and Mike MacPherson
Sport North Federation
Toronto: Imagine Canada, 2005

This research report, based on a study conducted in 2004-2005, offers recommendations for increasing sport volunteerism and for supporting the people already involved in volunteering. It is based on a study focusing on the characteristics and volunteering patterns of sport and non-sport volunteers in four Northwest Territories communities: Deline, Hay River Reserve, Ulukhaktok, and Wha Ti.

50.   Key Findings about Young Volunteers

Fran Locke and Penelope Rowe
Community Services Council for Newfoundland and Labrador
Toronto: Imagine Canada, 2005

In 2004-2005 the Community Services Council of Newfoundland and Labrador conducted a study on young volunteers (age 15-34) in several locations in Central Newfoundland. From this research, four fact sheets were developed. This fact sheet summarizes the key findings about this research on young volunteers.

51. **Knowledge Development Centre Bulletin on Volunteering, Diversity, and Inclusion**

Knowledge Development Centre
Imagine Canada
Toronto: Imagine Canada, 2007

This bulletin from the Knowledge Development Centre highlights resources that deal with engaging volunteers from diverse backgrounds.

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52. **Knowledge Development Centre Bulletin on Employer-Supported Volunteering**

Knowledge Development Centre
Imagine Canada
Toronto: Imagine Canada, 2007

This bulletin from the Knowledge Development Centre highlights resources relating to employer-supported volunteerism.

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53. **Knowledge Development Centre Bulletin on Volunteer Management, Leadership, and Governance**

Knowledge Development Centre
Imagine Canada
Toronto: Imagine Canada, 2007

This bulletin from the Knowledge Development Centre highlights resources that focus on volunteer management, leadership, and governance.

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54. **Knowledge Development Centre Bulletin on Youth Volunteering**

Knowledge Development Centre
Imagine Canada
Toronto: Imagine Canada, 2006

This bulletin from the Knowledge Development Centre highlights resources about engaging young people as volunteers.

55. Low-Income Volunteers: People to Appreciate and Accommodate
Social Planning and Research Council of British Columbia (SPARC BC)
Toronto: Imagine Canada, 2005

The Social Planning and Research Council of British Columbia conducted research in 2004-2005 to explore the volunteer motivations and experiences of low-income individuals in two communities in British Columbia: Vancouver and Prince George. This fact sheet discusses some of the challenges faced by low-income volunteers and how organizations can best recognize their contributions. Another fact sheet and a report are also available.

56. Motivations for Volunteering With Youth-Oriented Programs
Harold A. Riemer, Kim D. Dorsch, and Larena Hoeber
University of Regina
Toronto: Canadian Centre for Philanthropy, 2004

This report examines people's motives for volunteering with youth-oriented programs in order to help charitable and nonprofit organizations determine who to target as potential volunteers and how to communicate to them. The information presented in this report is based on a survey conducted in 2003 of 1,119 individuals volunteering with Scouts Canada and Girl Guides of Canada in western Canada. A fact sheet is also available.

57. Motivations of Volunteers in Youth-Oriented Programs
Harold A. Riemer, Kim D. Dorsch, and Larena Hoeber
University of Regina
Toronto: Canadian Centre for Philanthropy, 2004

This fact sheet provides an overview of the results of a survey conducted in 2003 of 1,119 individuals volunteering with Scouts Canada and Girl Guides of Canada in western Canada. Participants were asked about their motives for volunteering in youth-oriented programs. A research report is also available.

58. **One Plank at a Time: Volunteer Harbour Management in Nova Scotia**

Dan MacInnes, Erica de Sousa, and Ishbel Munro
Coastal Communities Network
Toronto: Imagine Canada, 2006

In 2004-2005, Coastal Communities Network conducted research in harbour communities in Nova Scotia to learn more about the context and challenges of volunteer harbour authority management. The research resulted in this comprehensive report about volunteer harbour management as well as a manual for holding training sessions with community-based management organizations.

59. **Ontario Hospital Volunteers: How Hospital CEOs Perceive Their Contributions**

Femida Handy and Narasimhan Srinivasan
York University
Toronto: Canadian Centre for Philanthropy, 2003

This fact sheet examines how contributions of volunteered time are viewed by senior hospital management. It is based on a 2002 study of 27 hospitals in and around the greater metropolitan area of Toronto, Ontario. A report and manual are also available.

60. **Our Stories: Stories about Aboriginal Participation in the Northwest Territories Voluntary Sector**

Sandy Auchterlonie
Native Women's Association of the Northwest Territories, Northwest Territories Literary Council, and YWCA of Yellowknife
Toronto: Imagine Canada, 2005

The Northwest Territories Literacy Council, Native Women's Association of the Northwest Territories, and the YMCA of Yellowknife undertook research in 2003-2004 to gain an understanding of volunteers and volunteerism among persons of Aboriginal ancestry and to identify ways to increase the participation of Aboriginal volunteers in the voluntary sector in the Northwest Territories. This storybook celebrates volunteer role models from the Aboriginal community.

61. The Overseas Experience: A Passport to Improved Volunteerism

Sean Kelly and Robert Case
CUSO
Toronto: Imagine Canada, 2005

This report discusses the findings from research undertaken in 2005-2006 about the volunteering habits of Canadians who have served overseas. A fact sheet summarizing the research findings is also available.

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62. Promising Practices for Volunteer Administration in Hospitals: A Manual

Femida Handy, Robert Mound, Lisa-Maire Vaccaro, and Karin Prochazka
York University
Toronto: Canadian Centre for Philanthropy, 2004

This manual offers tips to establish, evaluate, and reorganize a successful volunteer program. It is based on a 2002 study of 27 hospitals in and around the greater metropolitan area of Toronto, Ontario, which identified effective volunteer management strategies used by managers of volunteer resources in hospitals.

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63. Reporting the Value of Volunteer Contributions: Current Practices and Challenges

Laurie Mook and Jack Quarter
Ontario Institute for Studies in Education
Toronto: Canadian Centre for Philanthropy, 2004

This fact sheet highlights the practices and challenges of reporting the value of volunteer contributions and is intended for nonprofit practitioners interested in calculating the economic value of volunteering. A report that examines the extent and ways that nonprofit organizations keep records on volunteer contributions is also available from this 2002 study. There is also a manual that shows readers how to approach assigning a monetary value to volunteering.

64. Risk Management: A Guide for Nonprofit and Charitable Organizations

Nicole Bertrand and Lyn Brown
Prince Albert & District Chamber of Commerce
Toronto: Imagine Canada, 2006

This planning guide is intended to enable managers and board volunteers to better understand the importance of risk management and to learn how easy and inexpensive it is to implement risk management policies and procedures. A quick overview of this 2003-2004 research project on risk management can be found in Prince Albert & District Chamber of Commerce's fact sheet *Good Practices in Risk Management.*

65. Risky Business: An Exploration of Risk and Liability Issues Facing Volunteer Programs in the North Okanagan

Karen Six and Eric Kowalski
Social Planning Council for the North Okanagan
Toronto: Imagine Canada, 2006

This research report shares information on risk management that the Social Planning Council for the North Okanagan gathered in 2003-2004 from a number of nonprofit and government publications, nonprofit organizations, insurance industry representatives, legal and public sector representatives and volunteers. It provides recommendations for nonprofit organizations. A manual outlining five steps for developing a risk management strategy is also available.

66. The Role of Ethnic Congregations in Volunteering

Femida Handy, Leona Anderson, and Lisa Diniz
York University
Toronto: Imagine Canada, 2005

This report explores how religious congregations help immigrants integrate into Canadian society. It focuses on those who volunteer in their congregations, especially recent immigrants, and examines whether such volunteer activity allows immigrants to build and maintain social connections that help them adjust to living and working in Canada. A fact sheet is also available from this study conducted by researchers at York University in 2002 -2003.

67.   Simple Solutions: A Manual – How NGOs Can Eliminate Barriers to Volunteering by People with Disabilities
Barry Schmidl
PEI Council of the Disabled
Toronto: Imagine Canada, 2005

The Prince Edward Island Council of the Disabled conducted research in 2004-2005 among NGOs that involve volunteers with disabilities in PEI. The project identified 21 barriers to volunteering. This manual will help managers of volunteer resources and other practitioners in the nonprofit sector better understand the barriers of people with disabilities and how to reduce or eliminate them.

68.   So You Want To Volunteer? A Fact Sheet for Youth
Canadian Worker Co-operative Federation
Toronto: Imagine Canada, 2005

This fact sheet designed for youth discusses why youth should consider getting involved in volunteering and offers suggestions on how they can get started. Another fact sheet for organizations that want to involve youth volunteers is also available. The research is based on interviews conducted in 2003-2004 with more than 350 people involved in more than 40 organizations in Atlantic Canada, including young people between the ages of 16 and 30.

69.   Step Forward and Volunteer!
Ann Wheatley
PEI People First
Toronto: Imagine Canada, 2006

In 2005-2006 researchers and members from PEI People First, a self-advocacy group for people with intellectual disabilities or challenges, talked to individuals with intellectual disabilities who were volunteering in their communities in Prince Edward Island. This fact sheet offers tips for people with intellectual disabilities who want to volunteer. A practical guide is also available from this research.

70. **Stepping Forward: Including Volunteers with Intellectual Disabilities**
Kelly Robinson and Barb Fanning
PEI People First
Toronto: Imagine Canada, 2006

PEI People First undertook research in 2005-2006 to understand what people with intellectual disabilities gain by being volunteers and what barriers they face. This friendly guide offers quotes and stories from volunteers and organization representatives about the benefits of volunteering and how to include volunteers with intellectual disabilities. A fact sheet for people with intellectual disabilities who want to volunteer is also available from this project.

71. **A Study of the Training Needs Of Volunteers on the Boards of Nonprofit Organizations Serving Francophone and Acadian Minority Communities in Canada**
Fédération des communautés francophones et acadienne (FCFA) du Canada
Toronto: Imagine Canada, 2006
Translated from French

This report, based on research conducted in 2005-2006, explores the training needs of volunteers on the boards of nonprofit organizations serving Francophone and Acadian minority communities in Canada. It also provides recommendations to develop and offer a standardized training program for Francophone and Acadian volunteers throughout the country.

72. **Supporting and Recognizing Youth as Community Volunteers**
Cathy Froment-Prévosto and Julie Fortier
Loisir et Sport Montérégie
Toronto: Imagine Canada, 2005
Translated from French

This fact sheet, based on the results of interviews conducted in 2004-2005 with youth volunteers between the ages of 15-19 and leaders of voluntary organizations in Montérégie, Québec, highlights how organizations can best recruit youth and the kind of recognition and support youth volunteers expect from organizations. Another fact sheet exploring why youth get involved in volunteering is available from this study.

73. Understanding Low-Income Volunteers
Social Planning and Research Council of British Columbia (SPARC BC)
Toronto: Imagine Canada, 2005

The Social Planning and Research Council of British Columbia conducted research in 2004-2005 to explore the volunteer motivations and experiences of low-income individuals in two communities in British Columbia: Vancouver and Prince George. This fact sheet highlights some of the special characteristics of low-income volunteers and discusses how organizations can involve low-income clients as volunteers. Another fact sheet and a report are also available.

74. The Use and Effectiveness of Information and Communications Technology in the Management of Volunteer Programs
Yvonne Harrison, Vic Murray, and James MacGregor
University of Victoria
Toronto: Canadian Centre for Philanthropy, 2004

This fact sheet identifies some of the factors associated with the use and perceived effectiveness of Information and Communications Technology (ICT) from a sample of 462 Canadian volunteer programs. A research report is also available from this study conducted by researchers from the University of Victoria.

75. The View from the Top: How Hospital CEOs Perceive Volunteer Resources
Femida Handy and Narasimhan Srinivasan
York University
Toronto: Canadian Centre for Philanthropy, 2004

This report examines how contributions of volunteer time are viewed by senior hospital management. It is based on a 2002 study of 27 hospitals in and around the greater metropolitan area of Toronto, Ontario. The information will help hospital leaders and managers of hospital volunteers demonstrate the value of hospital volunteers in contributing to the overall quality of care offered at hospitals.

76. Volunteer Motivations and Barriers: Comparing Kings County and Glace Bay, Nova Scotia

Glyn Bissix, Liesel Carlsson, Peter MacIntyre, and Craig Boudreau
Cape Breton University and Acadia University
Toronto: Imagine Canada, 2006

This fact sheet compares the top ten volunteer motivations in two regions in Nova Scotia: Kings County, an area that recently experienced economic downturn and Glace Bay, an economically prosperous region. The results are from a study conducted in 2005 that looked at a large data set from over 3,500 residents in Glace Bay and Kings County, Nova Scotia. A fact sheet about youth and a research report are also available from this study.

77. Volunteering and Health in Two Communities: A Report on the Health of Volunteers in Glace Bay and Kings County, Nova Scotia

Peter MacIntyre, Craig S. Boudreau, Glyn Bissix, and Liesel Carlsson
Cape Breton University and Acadia University
Toronto: Imagine Canada, 2006

This research report is based on a study conducted in 2005 that looked at a large data set of over 3,500 residents in Glace Bay and Kings County, Nova Scotia. The information was examined by researchers from Acadia University and Cape Breton University to determine the characteristics of volunteering in the two communities, identify the reasons for volunteering, and determine whether volunteering had any impact on the health of volunteers. Two fact sheets are also available.

78. Volunteering By People Living With HIV/AIDS or a Major Chronic Disease: Issues and Challenges

André Samson
University of Ottawa
Toronto: Imagine Canada, 2006
Translated from French

This report presents the findings from a research project undertaken in 2005-2006 to understand the volunteering experience of people living with HIV/AIDS and how well they are accepted in nonprofit organizations. The report includes testimonials from Francophone volunteers living in Toronto and Ottawa-Gatineau who have been diagnosed with HIV/AIDS. Testimonials from managers of voluntary organizations serving the Anglophone and Francophone population in the Toronto area are also included.

79. Volunteerism in Aboriginal Communities: Volunteer – Who Me?

Brandy Mowatt and Jacqueline Young
Institute for the Advancement of Aboriginal Women
Toronto: Imagine Canada, 2006

The Institute for the Advancement of Aboriginal Women conducted research in 2005-2006 among Aboriginal women who volunteer in urban, rural, and First Nations communities across Canada. This report explains the research framework the organization used to look at volunteerism among Aboriginal women as well as the research findings. A handbook discussing how to recruit, recognize, and retain Aboriginal women volunteers is also available from this study.

80. Volunteer Value Calculator

Imagine Canada
Toronto: Imagine Canada, 2005

The Volunteer Value Calculator is an easy-to-use online tool designed to help users calculate the economic value of the volunteers at their organization using a variety of calculation methods.

81. Walk Beside Me, and Be My Friend: Framework for Volunteer Involvement for Youth Ages 15 to 19 in Montérégie

Cathy Froment-Prévosto and Julie Fortier
Loisir et Sport Montérégie
Toronto: Imagine Canada, 2006
Translated from French

This research report discusses the volunteering experiences and barriers of youth between the ages of 15 and 19 in Montérégie, Québec. This report seeks to encourage communication and cooperation between youth and those in charge of organizations in order to create an environment that will enable young people to be at the centre of their own volunteer work and have the opportunity to actively participate in their community. Two fact sheets are also available from this study.

82. What Motivates Core Volunteers?

Lesley Gotlib Conn
Imagine Canada
Toronto: Imagine Canada, 2006

Imagine Canada conducted research in 2004-2005 exploring the unique characteristics of core volunteers, who are defined as those who volunteer 188 hours or more per year. This fact sheet summarizes the motivations of core volunteers and provides suggestions for recruiting and retaining them. A report exploring the values, attitudes and behaviours underlying sustained volunteerism in Canada is also available from this study.

83. What Motivates Low-Income Volunteers? : A Report on Low-Income Volunteers in Vancouver and Prince George, British Columbia

Social Planning and Research Council of British Columbia (SPARC BC)
Toronto: Imagine Canada, 2005

The Social Planning and Research Council of British Columbia conducted research in 2004-2005 to explore the volunteer motivations and experiences of low-income individuals in two communities in British Columbia: Vancouver and Prince George. The project resulted in this research report and two fact sheets for managers of volunteer resources and other practitioners in the nonprofit sector to help them understand, recruit, retain, and appreciate low-income volunteers.

84. What Will It Take? : Involving Youth in Policy, Planning, and Advocacy in Voluntary Organizations

Canadian Federation for Sexual Health (formerly Planned Parenthood Federation of Canada)
Toronto: Imagine Canada, 2005

This moderator's guide is intended for organizations that wish to involve youth in a meaningful way in policy development, strategic planning, and advocacy. It provides some general guidelines for youth facilitation as well as a moderator's guide that the Planned Parenthood Federation of Canada developed from their focus groups with youth.

85. Why Do Youth Get Involved in Community Volunteering?

Cathy Froment-Prévosto and Julie Fortier
Loisir et Sport Montérégie
Toronto: Imagine Canada, 2005
Translated from French

This fact sheet, based on the results of interviews conducted in 2004-2005 with youth volunteers between the ages of 15 and 19 and leaders of voluntary organizations in Montérégie, Québec, discusses the motivations for youth to become involved and continue their involvement in volunteering. It also presents some of the constraints to involvement from the perspectives of the youth and organizations interviewed for this study.

86. Women and the Volunteer Experience in the Midtown and East Hill Areas of Prince Albert, Saskatchewan

Josephine Savarese, Judy McNaughton, and Delphine Melchert
Riverside Community School Association
Toronto: Imagine Canada, 2006

This report summarizes the findings from research conducted in 2005-2006 about the volunteering efforts by women in two schools in disadvantaged communities of Prince Albert, Saskatchewan. The barriers to volunteering are discussed as well as the benefits of volunteering to the women, the schools, and the two communities. The contents include practical steps an organization can take to attract and work effectively with volunteers in low-income areas.

87. Youth Volunteerism

Simon Tessier, Nguyen Minh-Nguyet, and Kathleen Gagnon
Le Centre de Bénévolat de Laval
Toronto: Imagine Canada, 2006
Translated from French

This report presents the findings from research conducted in 2005 on the volunteering experience of youth between the ages of 12 and 17 in Laval, Quebec. The report provides readers with an understanding of youth characteristics, including their expectations, their needs, and their interests, and discusses strategies to increase youth involvement and the quality of their volunteer activities.

88. Youth Volunteers in Glace Bay and Kings County, Nova Scotia

Glyn Bissix, Liesel Carlsson, Peter MacIntyre, and Craig D. Boudreau
Cape Breton University and Acadia University
Toronto: Imagine Canada, 2006

This fact sheet reports on the activities and attitudes of youth who volunteered through an organization in King County, an economically prosperous region on Nova Scotia, and Glace Bay, an area that recently experienced an economic downturn. The information presented is based on surveys with more than 500 youth aged 15 to 24 in 2001 in these two communities. A profile and comparison of these two communities is provided in a fact sheet and research report.

89. Youth Volunteerism: Understanding the Experiences of 8- to 12-Year-Olds

Charlene Shannon and Brenda Robertson
University of New Brunswick and Acadia University
Toronto: Imagine Canada, 2006

This report on youth volunteers between the ages of 8 and 12 will help staff and volunteers in youth-serving organizations and organizations considering involving younger youth to understand some of the best ways to engage youth of this age in volunteer activities. It is based on a study conducted by researchers at the University of New Brunswick and Acadia University in 2005-2006. A manual is also available from the research.

90. Youth Volunteers: What's in it for Your Organization?

Canadian Worker Co-operative Federation

Toronto: Imagine Canada, 2005

This fact sheet offers suggestions on how organizations can attract youth volunteers based on findings from interviews with more than 350 people involved in more than 40 organizations in Atlantic Canada, including young people between the ages of 16 and 30. Another fact sheet offering suggestions on how youth can get involved in volunteering is also available from this study conducted in 2003-2004.

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The following resources from projects funded in 2006 were published by the Knowledge Development Centre in March 2007. They are available online at **http://nonprofitscan.andornot.com/vvr.aspx.**

Best Practices in School Community Service Programs: Evidence from Canada and Abroad

Agnes Meinhard, Mary Foster, Steven D. Brown, Kimberly Ellis-Hale, and Alisa Henderson

Ryerson University, Wilfrid Laurier University, and University of Toronto

Community Service and Service Learning in Canada: A Profile of Programming Across the Country

Steven D. Brown, Kimberly Ellis-Hale, Agnes Meinhard, Mary Foster, and Ailsa Henderson

Wilfrid Laurier University, Ryerson University, and University of Toronto

Immigrant Women as Volunteers: Benefits for Charitable and Nonprofit Organizations

Fay Fletcher, Blythe Campbell, and Jeneane Fast

Changing Together…A Centre for Immigrant Women

Immigrant Women… Why Volunteer?

Fay Fletcher, Blythe Campbell, and Jeneane Fast

Changing Together…A Centre for Immigrant Women

New Canadians Talk About Volunteerism: Perceived Motivations and Barriers

Nicole Chiasson and Claudia Morel

University of Sherbrooke and Action interculturelles de développement et d'éducation (AIDE) inc.

Perceptions, Attitudes, and Motivations of New Canadians Regarding Volunteerism

Nicole Chiasson and Claudia Morel

University of Sherbrooke and Action interculturelles de développement et d'éducation (AIDE) inc.

Recruitment of Aboriginal Volunteers at Sporting Events

Kaija McKague, Larena Hoeber, Harold Riemer, Kim Dorsch, and Dale Kryzanowski

University of Regina and Sask Sport Inc.

Retention of Aboriginal Volunteers at Sporting Events

Larena Hoeber, Kaija McKague, Harold Riemer, Kim Dorsch, and Dale Kryzanowski

University of Regina and Sask Sport Inc.

The Temple and the Tavern: A Case Study of Family Volunteering at Santropol Roulant
Tana Paddock, Andrea Taylor, and Emma Davenport
Santropol Roulant

Voluntary Boards and Executive Directors: A Relationship for Organizational Stability
Larissa Silver and Paula Speevak Sladowski
Volunteer Ottawa and Centre for Voluntary Sector Research and Development

Volunteering in Canada: Practical Findings from Research, 2000-2007
Reg Noble
Imagine Canada

Working With Your Local Government: A Manual for Environmental Groups and Volunteers
Lois Lindsay and Sarah King
Evergreen