



## VOLUNTEERS MAKE OUR WORK POSSIBLE

# Volunteer Handbook

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## What our volunteers say about us:

*“Over all, not only am I volunteering for the betterment of the community's environment, I also really enjoy working alongside volunteers & staff. Very friendly, helpful & fun to talk to...”*

*“I love that every time I volunteer, I can contribute and learn something new. Plus the GC staff and other volunteers are a pleasure with which to work...”*

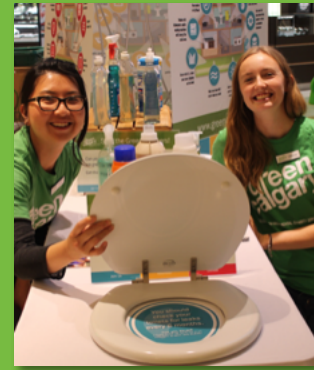
*“There are a lot of things Green Calgary stands for that are important to me...I support an organization that stands for the same things that I value...”*

**Our Mission:** Green Calgary engages and empowers Calgarians to create healthy homes, communities, and businesses by providing environmental education, products, services and hands-on support.



Green Homes & Communities | Green Workplace | Green Kids & Generation Green | EcoStore

Since 1978, Green Calgary has been a leading urban environmental charity empowering Calgarians to green the way they live, work & play.



## Who We Are & What We Do

**Our Vision:** We envision Calgary as a world model of a sustainable, vibrant, healthy community.

### History, Values & Organizational Structure

**Our History:** Since 1978, Green Calgary has been a leading urban environmental non profit supporting Calgarians in living a more sustainable life; helping them take effective environmental action in their homes, work places, schools and communities. We've worked with tens of thousands of Calgarians in leading a greener lifestyle because we know that only by working together can we ensure a healthy city and ultimately a healthy planet.

Over its history, Green Calgary has sought to address a range of pressing urban issues including pollution, waste management and resource conservation. As the nature and understanding of these and other issues has evolved over the years, so too has Green Calgary's focus, programs and approach.

Throughout its history one service has withstood the test of time, namely providing information on everything from recycling locations to practical ideas about leading an environmentally friendly lifestyle. Our reputation for "not passing the buck" has made us well known as a reliable "one call" source of a wide variety of information. If we don't have the answer, we try very hard to get one.

### Timeline of Major Milestones:

**1975:** Clean Calgary Committee was formed to conduct community clean up activities and photometric litter indexing.

**1978:** Clean Calgary becomes a registered non profit society focusing on clean up initiatives including election litter and river clean up.

**1982:** Clean Calgary receives charitable status and develops a reputation as a strong proactive environmental organization.

**1993:** The WINshop (Waste It Not Shop) was opened to further the organization's focus on waste minimization.

**1999:** Clean Calgary introduces the Master Composter/Waste Advisor program.

**2008:** Clean Calgary introduces the Healthy Homes Calgary program.

**2009:** Clean Calgary becomes the Green Calgary Association to encompass the many programs and services the organization offers.

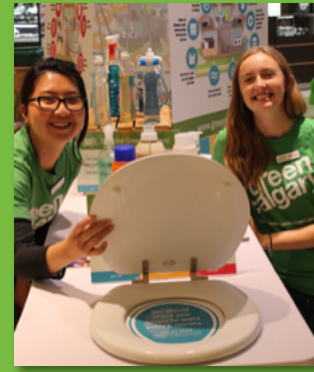
**2014:** In the wake of the 2013 floods, Green Calgary undertakes more intensive storm water management work including Depave and other rain water initiatives.

**2015:** Green Calgary introduces the Green Homes & Communities program replacing Healthy Homes and establishes 2 streams for its youth education programming (Green Kids for K-Gr 6 & Generation Green for Gr 7-12).



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## Our Values:

Leadership - We lead by example and inspire others to champion environmental leadership in their homes, workplaces, schools, and communities.

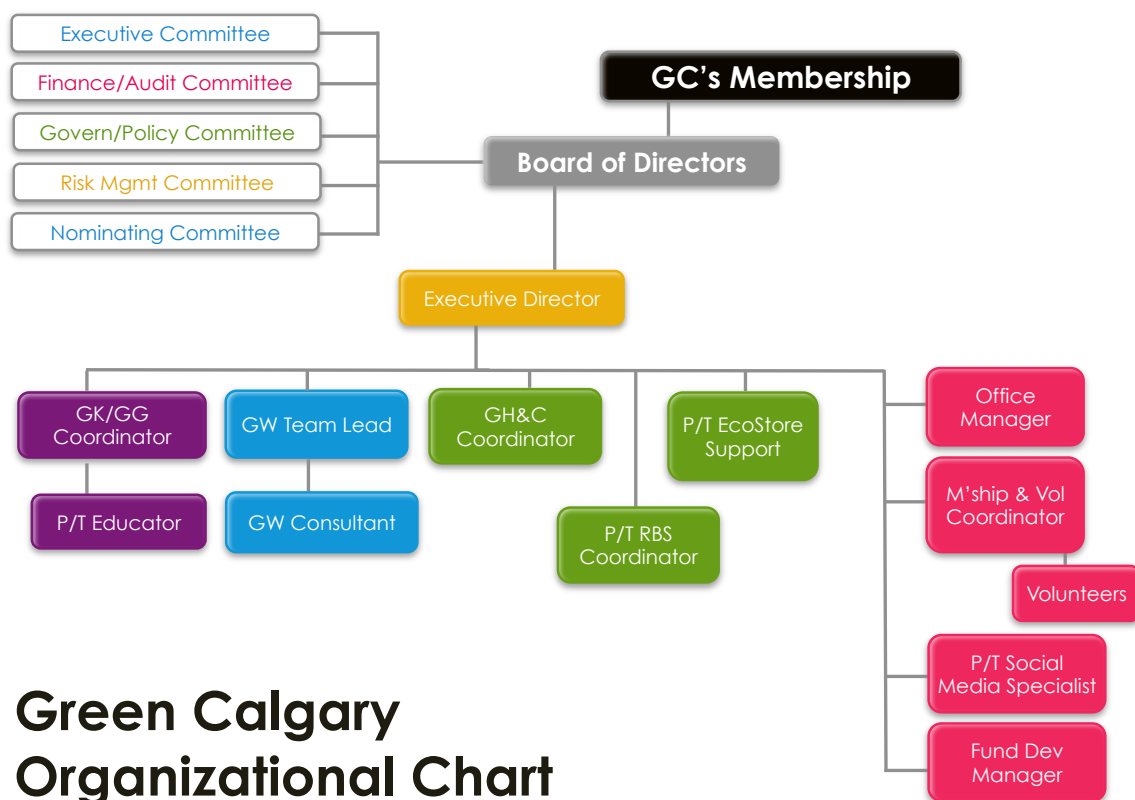
Integrity - We commit ourselves to maintaining the trust and responsibilities placed upon us by our donors, members, volunteers, funders and other stakeholders.

Teamwork - We strive to create and support effective partnerships between volunteers and employees, and we seek opportunities to form alliances with others.

Education - We are committed to the collection and communication of information, and to offering the tools to put that information to good use.

**Organizational Structure:** Many committed individuals enable Green Calgary to serve Calgarians and their communities. All of these individuals play a vital role in the organization as a whole, including our dedicated volunteers. Below, the relationship and structure between these groups is illustrated. Learn more about our

[volunteer Board of Directors](#) and our [staff team](#).



## Green Calgary Organizational Chart



Green Homes & Communities | Green Workplace | Green Kids & Generation Green | EcoStore

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## Our Programs & Services

Green Calgary's timely and effective programs and services support Calgarians of all ages in the creation of an environmentally sustainable and healthy community. As a dynamic and responsive organization, new initiatives are added as new challenges and issues are identified; and existing initiatives may be expanded or enhanced as environmental needs and interests of Calgarians evolve. A list and brief description of our current programs is below but our website provides the most up to date listing of our programming and services available.

### Green Workplace

Created in 2003, this program provides businesses and organizations with the support they need to help reduce their waste and environmental impact. Through customized consultation, staff are able to provide the necessary recommendations and solutions, quantitative reporting on recycling initiatives and associated ecological benefits, waste assessments and audits, recycling research, event greening services, education and advising to corporate green teams.

### Green Homes & Communities

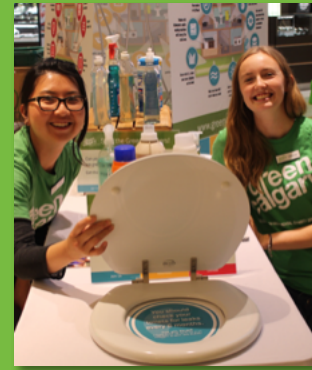
Formerly known as Healthy Homes, this program has helped hundreds of Calgarians incorporate simple & affordable green options into everyday living. From reducing the toxins we put into local waterways; to reducing household waste; to making responsible food-buying choices; to re-thinking energy use; we offer all kinds of ways to lower your eco footprint and live a greener life. We offer workshops, presentations, community based projects and many other options to help green the way we live in our homes and communities.



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## Green Kids & Generation Green

We offer 2 streams for inquiry based learning for children and youth. Our **Green Kids** program is offered to schools and community groups year round; and is an opportunity for children from kindergarten to Grade 6 experience hands on environmental education. Each presentation is designed to work directly with curriculum so educators can easily incorporate the program into their learning plans. Our specially trained instructors provide all the resources and materials to deliver a collaborative and inquiry based learning experience. **Generation Green** is offered to Grades 7-12 and provides opportunities for environmental leadership along with specific presentations tied directly to curriculum.



## EcoStore & Community Sales

Green Calgary's EcoStore officially opened in April 2005 and all the products we carry meet our procurement requirements for sustainability. In addition, the store acts as an eco information hub for "green" questions including the operation of a Help Desk. And all revenue from our EcoStore sales help support our local environmental programming. For store hours, visit our website.



As an environmental not-for-profit, we rely on fundraising support to deliver our programs and services. Our most important fundraiser is our annual community rain barrel and composter sales that run during the spring and early summer. Our community sales are also an additional opportunity to provide information and outreach to all quadrants of the city.



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# OUR VOLUNTEER PROGRAM

## Benefits of Volunteering With Us

With a small staff, we rely heavily on volunteers to help us with our work. It's a result of many hands that allow us to reach thousands of people every year .

Some of the amazing benefits of volunteering with Green Calgary Association are:

- Making a difference in your local community.
- Encouraging Calgarians to live sustainably.
- Teaching and living environmental stewardship.
- Learning new skills to share with others.
- Meeting others with similar interests and values.
- Having a great time!

Additionally, Green Calgary volunteers have the opportunity to attend volunteer and member learning sessions, which are held every few months. There are also annual Appreciation events to honour our dedicated volunteers.

## Steps to Take to Volunteer With Us

To ensure a quality volunteer program, we've developed the following steps for potential volunteers:

- Submitting an online volunteer application
- Attending a Volunteer Orientation (held monthly)
- Signing our Volunteer Agreement
- As applicable, submitting a Police Record Check

## Expectations of Our Volunteers

In accordance with our values, Green Calgary is committed to providing a volunteer program of high

quality and integrity. We fulfill this commitment by:

- Providing a secure environment for all Green Calgary staff, directors, and volunteers by completing reference checks (where appropriate) and communicating & upholding our organizational values.
- Providing relevant & ongoing training/orientation.
- Offering consistent and clear communication (newsletter, phone calls, social media) regarding volunteer opportunities and events.

We value our volunteers and work with them to achieve the standards we have adopted for the organization. In return, we expect the following from our volunteers:

- A secure environment; adherence to our organizational values
- Reliability; showing up for events on time and ready. If you are unable to make your shift ALWAYS inform the your Green Calgary representative. 'No Show' volunteers will be removed from the database.
- Record of volunteer hours; where applicable through the volunteer sign-in form or via email. This information supports grant reporting and our volunteer appreciation program.
- Commitment to Green Calgary: a signed Volunteer Agreement

If a volunteer is unable to meet these expectations on more than one occasion, we will dismiss the volunteer. A reintroduction into the organization may be possible at a later date.



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# VOLUNTEER OPPORTUNITIES

## What You Will Be Doing...

Volunteers do a variety of valued work for Green Calgary, without them, things just would not work! Since we have so many programs, we have many ways for volunteers to contribute their time, skills and expertise. Please keep in mind that this list is a dynamic one and as our organization grows and develops so, too, do our volunteer opportunities.

## Community Outreach & Awareness

Green Calgary participates in a number of community events, fairs and exhibits throughout the year. At these events, we have a booth operated by volunteers and staff with the purpose of spreading our message, answering inquiries from the public, running hands on demonstrations and activities and/or showcasing some of our environmental products from the EcoStore.

Other one day events include our community rain barrel sales. We try hard to incorporate the FUN in our major fundraising initiative for the year - and while busy, these events are lots of fun and a chance to connect with a large number of Calgarians in a short period of time. Volunteers support onsite education and help put and take down these pop up sales.

## Program Specific

Our programs have, from time to time, specific needs for volunteers. A major need across all our programs

is having informed volunteers that have gone through our specific training particular to each program. For instance, our Green Workplace program often requires summer volunteers for event greening and year round waste assessment volunteers. Our Green Kids program often requires fall program support in and outside the classroom.

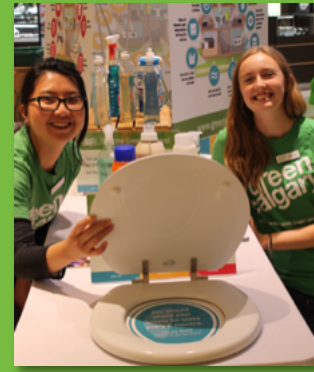
## Environmental Leadership

Volunteers that have established roots in their communities and are committed to making change there may want to take their own initiative to take back what they learn at Green Calgary. Giving back can range from talking with neighbours to initiating community programs. In these cases, we may ask how the volunteer plans to give back to their community.



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## Research, Writing & Administration

**Research:** A lot of thought goes into all of our programs and a major part of this thinking process is research: What is the issue? What's been done? What needs to be done? What are barriers to this action? Volunteers can play a significant role in this process.

**Writing:** The written word is a medium we use for communicating our message. We send our e-newsletter monthly, along with ongoing website updates. From time to time, we seek volunteers with strong writing skills to contribute on specific topics for our program materials and website/other resources.

**Administration:** We have many administrative tasks and not always enough staff - which is where experienced volunteers can help with our database maintenance, filing and other in-office tasks.

## Building & Handy"Person" Projects

As our organization and programs change, sometimes our space needs to as well. Volunteer opportunities for building/rearranging/renovation projects come up from time to time. As well, there are sometimes opportunities to help construct furniture, storage units and or prototype environmental products.

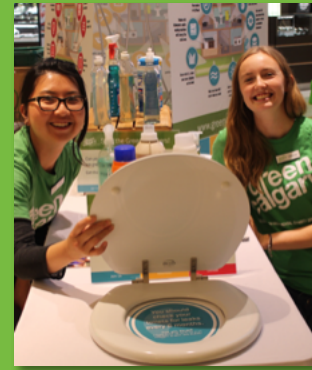
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## GREEN CALGARY MEMBERSHIP

We encourage all our volunteers to become a member of Green Calgary. As a charitable, non-profit organization, we rely on members to be active decision makers and participants of our organization. For a nominal fee, you can join Green Calgary and participate in developing and implementing local, positive environmental projects.

Benefits to becoming a member include:

- 10% discount in the EcoStore (conditions apply)
- Discounts on workshops & services
- Subscription to our monthly E-news
- Members can vote at the Annual General Meeting (for Individual & Family members only)
- Only members are eligible for Board positions

Your Membership helps us:

- Raise awareness & support environmental action
- Strengthen Calgary's environmental network
- Build a central hub for environmental activity

Yearly membership fees are as follows:

- Low-Income/Student \$15
- Individual \$25
- Family \$40
- Non-profit Organization \$75
- Corporate \$200

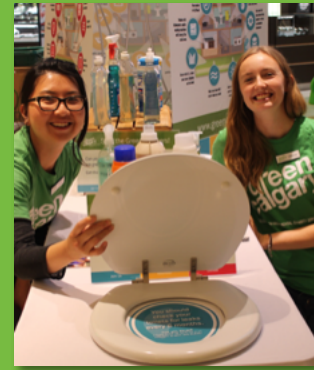
New members are always welcome. If you would like to become a member, please fill out our membership form found [online](#) or speak with one of the Green Calgary Staff.

membership



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# LOGISTICS

## Communication/Making Suggestions

The communication between Green Calgary volunteers and staff will predominately be through email. Volunteer postings are sent out via email, along with any information regarding event specific information and orientation sessions, workshops and up-coming events. Our Volunteer Coordinator is available by phone (please note that the coordinator works part time) at 403.230.1443 ext 225. However, email communication is preferred.

We appreciate and welcome suggestions from our volunteers. If you wish to make suggestions regarding our Volunteer Program or any of our other programs please email the Volunteer Coordinator.

As appropriate, suggestions will be raised at regular staff meetings or directly with the Executive Director after which appropriate actions will be taken. While we try to take all suggestions into consideration, we can not always act on them. And we do make efforts to communicate back to volunteers about their suggestions in order to follow up when we can.

## Event Specific Information

Some events require specific information and training for volunteers. This is because we need to relate specific messages or learning that may require detailed training. The intention behind this is to set up our volunteers for success, enabling them to respond to public questions and inquires with ease and confidence. If you are unable to attend an event specific information or training session but wish to volunteer for a certain event, please connect with our Volunteer Coordinator to see if alternative arrangements can be made.

## Emergency Procedures

Please provide our Volunteer Coordinator with an emergency contact number on our Volunteer Agreement. We ask for this in the case of an emergency so that we can communicate quickly with your loved ones. Certain events may have particular emergency procedures, especially large events. If you volunteer for such an event this information will be provided to you.



## CONTACT INFORMATION:

Green Calgary

Volunteer Coordinator: 403.230.1443 ext 225

#100 - 301 14th St NW, Calgary, AB T2N 2A1

[greencalgary.org](http://greencalgary.org)



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# LOGISTICS

## Location & Transportation

Green Calgary is located in the community of Sunnyside Hillhurst (intersection of 14th Street & 2nd Avenue NW on the Northwest corner.) The Green Calgary front door is located on 2nd Ave at street level. It is on the right hand side of the MAIN entrance to the building. Our address and contact information is Suite #100, 301 - 14th Street NW | 403-230-1443

*Note: The Green Calgary Office is wheelchair accessible.*

**LRT:** Sunnyside Station is located on 9th Street, between 3rd and 4th Avenue NW. This LRT Station is a 10-15 minute walk (heading west) to the office.

**Buses:** There are a number of buses that stop in front of or close to the Green Calgary Offices:

- Bus #10 & #414 Southbound (stop #7417), and 10 & 414 Northbound (stop #7419)
- Bus #419 & #405 stop at 5th Ave and 14th St,
- Bus #1 stops at Kensington Rd and 14th St,



For other routes and schedules, please visit [www.calgarytransit.com](http://www.calgarytransit.com) or call (403) 262.1000.

**Bike Racks:** There are bike racks available just outside the Green Calgary doors near the main entrance to the building.



**Paid Parking:** While there are no customer parking spaces available at our offices, there is metered parking all around us, After 6:00 pm metered parking spaces are free.

Park Plus Lot #20, 203 - 14th Street NW (southbound on 14th St). \$2 after 4pm until 6am

Park Plus Lot #21, 344 - 14th Street NW (northbound on 14th St). \$2 after 4pm until 6am

### Free Parking:

After 6:00pm metered parking spaces are free. Free two hour parking can also be found on 2nd Avenue and 16A street, which is a couple blocks WEST of the office in the residential area and right beside the Queen Elizabeth Elementary school soccer field. Please note which of the streets are "Permit Parking" only.

### CONTACT INFORMATION:

Green Calgary | [greencalgary.org](http://greencalgary.org)

Volunteer Coordinator: 403.230.1443 ext 225

#100 - 301 14th St NW, Calgary, AB T2N 2A1



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