Agenda – Executive Policy Committee – June 8, 2016

REPORTS

Item No. 4 Web-based Central System for Scheduling of Community Centre Volunteers/Scan of Community Centre Recognition

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

On April 13, 2016, the Executive Policy Committee directed:

1. That the Winnipeg Public Service be directed to work with all volunteer groups utilizing a web-based volunteer system, such as those used by Volunteer Manitoba, to develop a customized web-based volunteer program for City of Winnipeg facilities that makes scheduling and communicating to volunteers easier.

2. That a "credit" incentive program be developed to thank volunteers for donating their valuable time to the community.

3. That an online training program be developed for volunteers regarding inclusivity and cultural sensitivity while serving the diverse community through City facilities.

4. That the Winnipeg Public Service report back with options for implementation of the above for the meeting of the Executive Policy Committee on June 8, 2016.

DECISION MAKING HISTORY:

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

On April 13, 2016, the Executive Policy Committee received the recommendation of the Winnipeg Public Service as information.

Further, the Executive Policy Committee directed:

1. That the Winnipeg Public Service be directed to work with all volunteer groups utilizing a web-based volunteer system, such as those used by Volunteer Manitoba, to develop a customized web-based volunteer program for City of Winnipeg facilities that makes scheduling and communicating to volunteers easier.

2. That a “credit” incentive program be developed to thank volunteers for donating their valuable time to the community.

3. That an online training program be developed for volunteers regarding inclusivity and cultural sensitivity while serving the diverse community through City facilities.

4. That the Winnipeg Public Service report back with options for implementation of the above for the meeting of the Executive Policy Committee on June 8, 2016.

ADMINISTRATIVE REPORT

Title: **Web-based Central System for Scheduling of Community Centre Volunteers/Scan of Community Centre Recognition**

Critical Path: **EPC - Council**

AUTHORIZATION

Author	Department Head	CFO	CAO/COO
C. Wightman	C. Wightman	n/a	M. Jack COO

RECOMMENDATIONS

That Council approve the following:

1. That the Public Service begin dialogue with Volunteer Manitoba and the General Council of Winnipeg Community Centres (GCWCC) to examine the optimal platform to deliver a Web-based Central System for Scheduling of Community Centre Volunteers website.

2. That the optimal web design platform and any associated costs, along with a scan of Community Centre Volunteer recognition be presented for Council consideration no later than April 30, 2016.

REASON FOR THE REPORT

On December 3, 2014, the Executive Policy Committee directed the Winnipeg Public Service to consult with the General Council of Winnipeg Community Centres to explore the costs and feasibility of creating a web-based solution that will provide all the coordination tools to bring volunteers into a central system that makes scheduling and communicating with volunteers easier.

EXECUTIVE SUMMARY

Currently, there are 63 Community Centers, each operated by a voluntary Board of Directors.

The intention of a Web-based Central System for Community Centre Volunteers and Community Centre Boards is to maximize opportunities for collaboration between citizens wishing to volunteer in support of Winnipeg's Community Centre operations and to link Community Centre need to volunteer capacity across Winnipeg. Additionally, the web-based system must be robust in order to ensure transparency, accountability and privacy protection.

Potential options include hosting a site on:

1. GCWCC website
2. Volunteer Manitoba website
3. City of Winnipeg website
4. A hybrid version of 1., 2. and/or 3.

Consultation/Public Engagement with the GCWCC and the 63 Community Centres will ensure that a website maximizes opportunities for collaboration. It will assist linking the desire to volunteer with those Community Centres that require volunteers.

At the same time, a conversation and review of Volunteer recognition practices will occur as those that take the time to give back to their communities through Community Centre volunteering deserve formal recognition for their efforts.

Upon Council approval of the report to be submitted in April 2016, the Public Service will deliver a fully-functioning, Web-based Central System for Community Centre Volunteers no later than the Fall of 2016.

Endorsement, and the cooperation from Community Centres, is critical as a culture shift is required to bring in volunteers from outside of individual communities.

In 2014, there were 17,350 volunteers who volunteered over 1,256,000 hours.

IMPLICATIONS OF THE RECOMMENDATIONS

A report for Council consideration that identifies the optimal platform and the required resources to initiate a stand-alone program will be submitted for Council consideration no later than April 30, 2016.

Consideration will be given to due diligence surrounding:

- Time commitment to create system - minimum 3 months
- Further consultation with Community Centres and the GCWCC
- Screening and matching resources
- Ongoing maintenance and support of the system

HISTORY

The initial Community Centre volunteer model has been in place since the 1950's.

The GCWCC was formed in 1972, wherein volunteers and City staff played various roles in the Community Centre operation.

In the City of Winnipeg, there are 63 Community Centers, each operated by a voluntary Board of Directors.

A number of Community Centres struggle with accessing volunteers. The main source of volunteers is parental involvement where the family is involved with the Centre through sports/other programming.

Many Community Centres have a link on their website to recruit volunteers, and many volunteers are recruited by the catch phrase "if there is no coach, there is no team". Some Community Centres utilize the Volunteer Manitoba website to advertise for volunteers

Although there have been examples of when a Volunteer may take their passion to another Centre, over 99% of Board volunteers are within community boundaries.

Sustaining volunteers is an issue – especially those with the expertise to fill roles with a specific skill set, such as a Treasurer. Most Community Centres have an annual volunteer appreciation evening and the GCWCC hosts an annual event to acknowledge all of their volunteers.

In 2014, there were 17,350 volunteers who volunteered over 1,256,000 hours.

FINANCIAL IMPACT

Financial Impact Statement **Date:** December 3, 2015

Project Name:
Web-based Central System for Scheduling of Community Centre Volunteers/Scan of Community Centre Recognition

COMMENTS:

There is no financial impact associated with this report.

"Original Signed by"
Kelly Lemoine, CPA, CA
Manager of Finance & Administration

CONSULTATION

In preparing this Report, there was consultation with:

- The General Council of Winnipeg Community Centres

OURWINNIPEG POLICY ALIGNMENT

01-5 RECREATION

Direction 2: Work with community partners to provide services that are responsive to the community's recreation and leisure needs.

Direction 3: Directly provide, or facilitate through partnerships, equitable access to a base level of recreation, culture and leisure services for all Winnipeggers.

Direction 4: With community partners, participate as a leader in planning and delivering recreation and leisure services in Winnipeg.

Direction 5: Provide or facilitate community development and recreation opportunities for vulnerable youth.

Direction 6: Plan for sustainable and connected recreation and leisure infrastructure.

SUBMITTED BY

Department: Community Services

Prepared by: C. Wightman, Director

Date: December 3, 2015