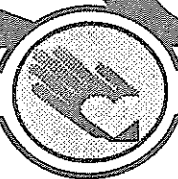


THE JOURNAL OF VOLUNTEER RESOURCES MANAGEMENT

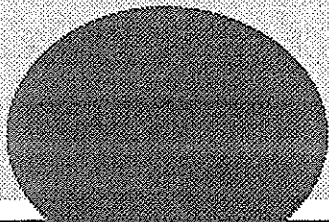
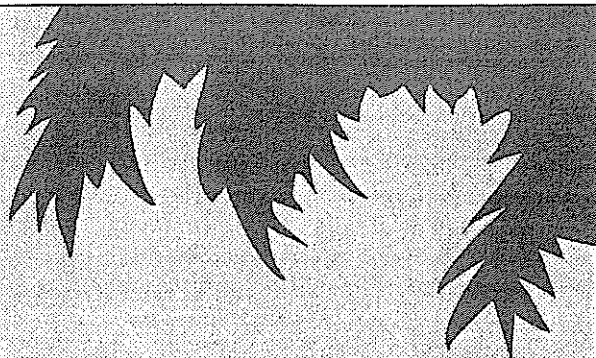
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SUMMER...1992

...SPECIAL NEEDS



OAVA

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Editorial

SPECIAL PEOPLE HELPING EACH OTHER

Denise Miall

As the co-ordinator of volunteers in a large organization for adults with developmental handicaps, I believe special care and consideration are imperative in the selection process of our community friends. People who are vulnerable rely on my good judgement. Part of that judgement is deciding if the people who offer their time as volunteers are doing so for a good reason.

Some may feel sceptical or uncomfortable with the thought of placing someone with other than altruistic intentions with a client. I used to be suspicious of people who wanted to volunteer if I thought it was for less than the most righteous of reasons. However, I've discovered most of the people I interview as volunteers have special needs themselves. Teens, seniors, ex-clients, people who have been fighting boredom and depression, as well as those who have been ordered to volunteer through the courts - *all have special needs*. They each look at providing aid to others as a means of fulfilling their particular need.

Then I had first hand experience in observing those "special needs" being met. For eighteen years, our organization has worked jointly with a

nearby correctional facility. Volunteer inmates from the prison enrich the lives of our clients through the week. What I have seen are caring relationships developing, self-esteem and confidence for both participants increasing at high rates; understanding and trust for each other quickly being cultivated. The result is that both parties smile and communicate more and look forward to their time together. The fact that this programme has been effective for eighteen years attests to its success and value for all concerned. Why does this approach still work when other well planned concepts crumble?

In my work, I have learned that human needs are universal. All of us need a sense of accomplishment, to be recognized for our worth and to be given responsibility. We need to feel that we both belong and are accepted as a member of our community. When volunteers with special needs and clients come together, what transpires is a celebration of fellowship.

Denise Miall is a member of the Journal of Volunteer Resources Management Editorial Team.

VOLUNTEER ACCESS PROJECT

Jean MacKinnon

PROJET D'ACCÈS AUX BÉNÉVOLES

Jean MacKinnon

Integration has become a household word in circles that serve the needs of people with disabilities. Institutions and sheltered workshops are making considerable changes to provide individuals with a more community-based environment to live and work in. As a part of the trend, volunteering is being lauded as a great way to become involved in the community. It provides a first step. For example, an individual recovering from a psychiatric illness may not be ready for a full-time job but can build work skills and confidence by volunteering one afternoon a week.

Volunteer centres are finding that more and more disabled people are applying to volunteer. The issues they grapple with as a result are whether or not they can provide appropriate placements where prospective volunteers can provide a meaningful service to the agency. How do they encourage agencies to increase their flexibility to place them. Wheelchair access is a simple issue compared to the greater challenge of providing a supportive, low-stress environment.

To address this need, the Victoria Volunteer Bureau established the Volunteer Access Project funded jointly by the Secretary of State and the Vancouver Foundation. It has been the project coordinator's job to provide support to both placement agencies and volunteers with special needs.

AGENCY CONCERNS

An agency is often resistant to placing volunteers with special needs. Because some organizations exist to serve a particular client group in the community, for instance seniors or victims of abuse, they often require that volunteers be flexible, able to handle stress, and have strong people skills. This may exclude individuals with psychiatric or mental disabilities. In a survey conducted with agencies, the primary reason given for not accepting volunteers with special needs was "our own client group is too fragile."

Dans les milieux qui répondent aux besoins des personnes avec des incapacités, l'intégration est devenue un mot d'usage courant. Les institutions et les ateliers protégés font des changements considérables visant à fournir aux individus des milieux plus communautaires dans lesquels vivre et travailler. En conformité avec cette tendance, le bénévolat est considéré le moyen de choix pour s'impliquer dans la communauté. Il s'agit d'un premier pas. Par exemple, une personne qui se remet d'une maladie psychiatrique peut ne pas être prête à travailler à plein temps mais pourra en oeuvrant comme bénévole une après-midi par semaine développer de l'assurance et des compétences pour le travail.

Les centres de bénévoles accueillent de plus en plus de personnes ayant des incapacités et désireuses d'offrir leurs services. En résultat de ce phénomène, les agences se demandent si elles sont en mesure de trouver des placements appropriés permettant aux bénévoles de contribuer de façon significative à l'agence. Comment ces centres peuvent-ils encourager les agences à faire preuve de plus de flexibilité pour placer ces bénévoles? L'accès aux chaises roulantes est une préoccupation mineure quand on la compare au défi de trouver un milieu de travail qui fournit un appui aux bénévoles et où il y a un minimum de stress.

Pour faire face à ce besoin, le "Victoria Volunteer Bureau" a établi le Projet d'accès aux bénévoles qui est subventionné conjointement par le Secrétariat d'Etat et la "Vancouver Foundation". C'est la tâche du coordonnateur de ce projet de fournir un appui aux agences de placement et aux bénévoles ayant des besoins spéciaux.

PRÉOCCUPATIONS DES AGENCES

Une agence hésite souvent à placer des bénévoles ayant des besoins spéciaux. Plusieurs organismes ont pour mandat de servir des groupes particuliers de clients dans la communauté, comme par exemple les personnes âgées ou les victimes d'abus. Ils ont donc besoin de bénévoles pouvant faire preuve de flexibilité, maîtriser le stress et capables de traiter avec les gens. Cette description peut exclure les individus ayant une incapacité psychiatrique ou mentale. Un sondage mené auprès des agences cite comme raison principale pour ne pas accepter des bénévoles ayant des besoins spéciaux "notre propre groupe de

The survey sent to member agencies of the Victoria Volunteer Bureau revealed that agencies were hesitant about saying "yes" to accepting volunteers with special needs. Some said they could accept volunteers with physical but not psychiatric disabilities. The conclusion reached by the researchers was that it is unfair to individuals with disabilities, as well as to agencies, to arbitrarily decide who is suitable for volunteering. For example, some individuals with a mental disability may be quite withdrawn and unable to deal with stress while others may be able to run a seniors' programme or deal with the public.

The Volunteer Access Project found that it is more effective to approach an agency to place a particular volunteer who seems suited to their needs, rather than to approach them to accept volunteers with special needs in general. Many agencies have been willing to interview and place certain individuals who have been referred to them. They are chosen because they have skills to contribute to the agency and are viewed as having certain abilities as well as certain limitations. "Ability" not "disability" is the key.

Another challenge for many non-profit agencies is that their co-ordinators of volunteers have a large number of duties and feel they cannot offer the extra time required to support and supervise these volunteers. In a recent survey, many agencies across Canada cited a "lack of funds to provide support or to fund volunteer co-ordinators to help special needs volunteers follow through and be successful in a placement". Another concern mentioned was "client's lack of motivation or unreliability due to lack of confidence or lack of support." It is clear there is a relationship between available funds, supervisor hours and the success of volunteers with special needs.

Inexpensive solutions which do not take up the supervisor's time must be developed. Several agencies in this survey offered the same solutions:

1. Peer Support - Volunteers with special needs helping other volunteers with special needs
2. Buddies - Providing volunteer or paid companions to accompany the volunteer.

Buddies can be recruited from volunteers already working in an agency. Where the vol-

clients est trop fragile".

Le sondage qui a été envoyé aux agences affiliées au Victoria Volunteer Bureau a révélé que les agences hésitent à accepter les bénévoles ayant des besoins spéciaux. Quelques-unes ont dit qu'elles seraient prêtes à accepter des bénévoles ayant une incapacité physique mais non psychiatrique. Les chercheurs ont conclu qu'il est injuste envers les individus ayant une incapacité et envers les agences de décider de façon arbitraire qui est apte au bénévolat. Ainsi certains individus ayant une incapacité mentale peuvent être renfermés et incapables de faire face au stress tandis que d'autres sont parfaitement capables de gérer un programme pour personnes âgées ou de traiter avec le public.

Le Projet d'accès aux bénévoles a trouvé qu'il est plus efficace de convaincre une agence de placer un bénévole qui semble satisfaire leurs besoins, que de s'attendre à ce qu'ils acceptent des bénévoles ayant des besoins spéciaux en général. Plusieurs agences ont bien voulu interviewer et placer des individus qui leur ont été présentés. Ces derniers ont été choisis parce qu'ils ont certaines compétences utiles à l'agence et parce qu'on les perçoit comme ayant des habiletés en plus de certaines limites. Le mot clé est "habileté" et non "incapacité".

Pour plusieurs agences à but non-lucratif, il existe un autre défi. Les coordonnateurs des bénévoles ont un grand nombre de responsabilités et se sentent incapables de mettre le surplus de temps requis pour appuyer et superviser ces bénévoles. Dans un sondage récent, plusieurs agences à travers le Canada parlent de "l'insuffisance des fonds pour fournir un appui ou pour permettre aux coordonnateurs d'assurer le suivi des bénévoles ayant des besoins spéciaux et d'ainsi favoriser le succès des placements". On mentionne également "le manque de motivation ou de fiabilité du client dû au manque de confiance ou d'appui". Ce qui est clair c'est le rapport entre la disponibilité des fonds, les heures de supervision et le succès des bénévoles ayant des besoins spéciaux.

Il faut trouver des solutions peu coûteuses qui n'occupent pas le temps des superviseurs. Plusieurs agences qui ont participé au sondage ont suggéré les mêmes solutions:

1. Appui des pairs - des bénévoles ayant des besoins spéciaux qui s'entraident
2. Copains - trouver des copains bénévoles ou payés qui peuvent accompagner le bénévole ayant des besoins spéciaux.

On peut choisir les copains parmi les bénévoles qui travaillent déjà pour une agence. Là où le placement des bénévoles le permet, on peut demander aux copains de

unteer placement allows it, they can be commissioned to take a special needs volunteer "under their wing" and help this individual get established.

In Victoria, a client of Citizen's Advocacy and his advocate decided to choose volunteering as an activity they would do together. His advocate therefore provided the encouragement and support needed to get him established in volunteer work.

Some individuals have life skills workers whose job descriptions are to help their clients build work and life skills. If the job description involves providing support towards community integration, why not become involved through volunteering? These coaches can accompany their clients on their volunteer experience until they no longer need support.

Finally, one co-ordinator of volunteers, in Victoria has commented that she feels the extra time invested to give support to volunteers with special needs is well worth it. Because many of them are not able to work full-time they often continue volunteering for many years. In fact, the Victoria Volunteer Bureau has found that its own in-house volunteers with special needs have been amongst some of their longest serving volunteers. The initial investment and support provided pays off in the long run.

CLIENT READINESS

Occasionally, an individual who approaches a volunteer centre or agency is clearly not ready. This may be indicated by appearance, mental confusion/disorientation, or inappropriate social skills or behaviours. Sometimes a person may have erroneous expectations of volunteering. They may think there is pay involved or that it is a treatment programme offering a service. This may happen particularly if a psychiatrist or mental health worker refers a client to the volunteer centre. Sometimes a client does not feel ready to volunteer but has been encouraged by a mental health or social worker.

During the initial interview, it is important to address these issues. Sometimes due to awkwardness or embarrassment, the interviewer will not discuss obvious issues with a prospective volunteer. Instead the volunteer is told

that there are no openings available at present. The prendre un bénévole ayant des besoins spéciaux sous leur aile et d'aider cet individu à s'établir.

À Victoria, un client du Parrainage civique et son avocat ont choisi le bénévolat comme activité à faire ensemble. L'avocat a donc fourni au bénévole l'encouragement et l'appui nécessaires pour l'aider à s'établir comme bénévole.

Certains clients ont des travailleurs dont les tâches consistent à leur aider à développer des aptitudes de vie et de travail. Lorsque la description de tâches comprend des responsabilités visant à favoriser l'intégration dans la communauté, pourquoi ne pas s'impliquer par le biais du bénévolat? Ces entraîneurs peuvent accompagner leurs clients dans leurs activités de bénévolat jusqu'à ce qu'ils n'en aient plus besoin.

Enfin, une des coordonnatrices des bénévoles à Victoria affirme que le surplus de temps requis pour aider les bénévoles en vaut la peine. Étant donné que plusieurs d'entre eux sont incapables de travailler à plein temps, ils ont tendance à continuer à faire du bénévolat pendant plusieurs années. En fait, le Victoria Volunteer Bureau a trouvé que ses propres bénévoles ayant des besoins spéciaux comptent parmi ceux qui y travaillent depuis plus longtemps. L'investissement et l'appui requis au début sont donc rentables à la longue.

RÉCEPTIVITÉ DU CLIENT

Il peut arriver qu'un individu qui se présente à un centre ou une agence de bénévoles ne soit visiblement pas prêt. Cela se voit par son apparence, son état de confusion mentale/d'égarement ou par son comportement ou des aptitudes sociales inappropriées. Certaines personnes ont des attentes erronées du bénévolat. Elles peuvent penser qu'elles se feront payer ou qu'il s'agit d'un programme de traitement qui offre un service. Cela arrive plutôt lorsqu'un psychiatre ou un travailleur de santé mentale a envoyé un client au centre de bénévolat. Il arrive aussi qu'un client ne se sente pas prêt à devenir bénévole mais se présente parce que le travailleur social ou de santé mentale le lui a suggéré.

Il est important d'aborder ces questions dès la première entrevue. Quelques fois l'interviewer qui se sent gêné ou embarrassé et n'osera pas discuter de ces questions évidentes avec un bénévole éventuel. Il dira plutôt au bénévole qu'il n'y a pas d'ouverture en ce moment. Le bénévole aura alors tendance à revenir régulièrement au centre ou à chercher d'autres agences, ce qui peut provoquer d'autres refus et de la frustration.

volunteer may keep returning or seek out other agencies. This may lead to further rejections and frustration.

It is more beneficial to the individual to discuss readiness with them at the beginning. This can be approached by discussing their motivation to volunteer. The interviewer can also discuss the nature and limitations of the disability. If the applicant is very confused or shows inappropriate behaviour, it is helpful to ask permission to consult with their doctor, mental health worker or life skills worker.

Telling a volunteer applicant that she or he cannot volunteer is not easy. The refusal can be made more positively if some alternatives are offered. In the Volunteer Access Project, an individual is referred to a programme serving that person's needs, such as the Head Injury Society or the Schizophrenic Support Society. It may even be possible to arrange for the individual to do some volunteering with that society and thereby receive maximum understanding and support.

ROLE OF THE VOLUNTEER CENTRE

Many of the issues around referral and placement can be managed by good communication with both the prospective volunteer and the agency co-ordinator of volunteers. In the Volunteer Access Project key activities are:

1. A thorough interview conducted at the Volunteer Bureau.
2. Agency contact to advocate for the prospective volunteer.

Consultation with referring professionals is also sometimes part the process.

A well conducted interview is the first step in facilitating a successful volunteer placement. These activities are essential to a good interview:

- Accentuating the volunteer's skills and abilities.
- Discussing areas of concern around the disability.
- Consulting with referring professional and prospective supervisor.
- Checking the volunteer's motivation to volunteer.

Il est plus avantageux pour l'individu de pouvoir discuter de sa réceptivité dès le début. On peut aborder ce point en demandant au candidat ce qui le motive à vouloir devenir bénévole. L'interviewer peut également discuter de la nature et des limites de l'incapacité. Si le candidat est très confus ou a un comportement inapproprié, il peut être utile de demander la permission de consulter le médecin, le travailleur de santé mentale ou le travailleur de dynamique de la vie.

Il n'est pas facile de dire à un candidat qu'il ne peut devenir bénévole. Le refus peut se faire d'une façon plus positive si on offre des alternatives. Dans le Projet d'accès aux bénévoles, on dirige le candidat vers un programme qui répond à ses besoins particuliers, tel que la "Head Injury Society" ou la "Schizophrenic Support Society". Il serait peut être même possible de s'organiser pour que l'individu fasse du bénévolat pour cette société et reçoive ainsi le maximum d'appui et d'encouragement.

RÔLE DU CENTRE DES BÉNÉVOLES

Plusieurs questions découlant de la présentation et du placement sont menées à bien par une bonne communication avec les bénévoles éventuels et les coordonnateurs de bénévoles. Les activités clés du Projet d'accès aux bénévoles sont:

1. Une entrevue approfondie menée par le bureau de bénévoles;
2. Communication avec l'agence pour promouvoir le bénévole éventuel.

Le processus comprend parfois une consultation avec les professionnels référants.

La première étape pour faciliter le placement du bénévole éventuel consiste à bien mener l'entrevue. Les activités suivantes sont essentielles à une bonne entrevue:

- Mettre l'accent sur les habiletés et les compétences du bénévole.
- Discuter des préoccupations en ce qui concerne l'incapacité.
- Consulter le professionnel référant ainsi que le superviseur éventuel.
- Vérifier le degré de motivation du bénévole.
- S'assurer que le candidat est prêt à faire du bénévolat.

La consultation avec le coordonnateur des bénévoles se fait habituellement par téléphone. Au Victoria Volunteer Bureau on est d'avis que les agences affiliées

- Ensuring that the applicant is ready to volunteer.

Consultation with the co-ordinator of volunteers is usually conducted by phone. At the Victoria Volunteer Bureau it is felt that member agencies should be given the opportunity to say no to a placement. The co-ordinator of volunteers is provided with as much information as possible regarding the prospective volunteer. This avoids further rejections for the volunteer and provides the agency with enough information to promote success in a placement.

A very important aspect of placing special needs volunteers is to offer ongoing support to all parties. Should any problems arise, your local volunteer bureau can act as liaison. It is recommended that honest feedback be given to the applicant if there are concerns. This is more helpful than covering up to avoid hurting the volunteer's feelings. Likewise, the agency can be given support to ensure that the placement is a success for all involved.

devraient avoir la possibilité de refuser un placement. On donne au coordonnateur autant de renseignements

que possible au sujet du bénévole éventuel. Cela évite que le bénévole se fasse refuser des placements à l'avenir et fournit à l'agence suffisamment d'information pour assurer le succès du placement.

Il est important pour le placement de bénévoles ayant des besoins spéciaux d'offrir un appui soutenu à toutes les parties. Si des problèmes surviennent votre bureau local de bénévolat peut assurer la liaison. Nous recommandons de donner au candidat une rétroaction honnête s'il y a des inquiétudes. Il vaut mieux faire cela que de cacher la vérité au candidat pour éviter de lui faire de la peine. On peut également fournir un appui à l'agence pour assurer que le placement soit un succès pour tous ceux qui y sont impliqués.

Jean MacKinnon is the Special Projects Co-ordinator for the Victoria B.C. Volunteer Bureau. She is actively involved in the Volunteer Access Program.

YOUR OWN BACKYARD

Christine Seip

You only have to look as far as your own backyard if you want to recruit dedicated and committed volunteers. Many of the people for whom you are providing service may, in fact, want to and be qualified to provide service themselves. As Coordinator, District Volunteer Services for The Canadian National Institute for the Blind (CNIB) I quickly came to realize that blind and visually impaired individuals could be both service recipients and providers with a little adaptation of our operating procedures.

The CNIB's Standards Manual clearly outlines: "The purpose of the Ontario Volunteer Services Program is to assist in achieving the CNIB mission by effectively utilizing volunteers on management boards and committees, in fundraising, and in direct and indirect client service, through a team approach in which CNIB volunteers and staff work together towards a set of common goals." Our purpose was clearly stated. It was time to recruit volunteers to fulfil this purpose.

As part of my recruitment strategy, I registered with the local volunteer centre, contacted the local media, and networked with other social agencies.

Volunteer opportunities included visitors, readers, drivers, clerical volunteers, board and committee volunteers. I was quite pleased with the variety of services we were able to provide.

Then one day I received a phone call from a woman wishing to help as a clerical volunteer. She wanted to answer phones. We needed clerical volunteers and therefore arranged for an interview. She arrived at the appointed time and place with the assistance of her dog guide. My new volunteer was also a client. I was, I admit, taken aback for a moment. Our clerical volunteers were trained on how to use the phones and they took messages "in writing". How could this volunteer fit into our established system? Quite simply, we needed to adapt.

CNIB provides technical aids and assistive devices to assist blind and visually impaired people in daily living. We modified our system with the help of a "vox com" - a small machine which uses magnetic tape as a recording device. Our new volunteer brailled the message and then put it on to tape for the sighted staff. Blind staff were thrilled to receive messages in accessible format for a change. Phones were brailled with a clear dymo tape. Things worked well.

Currently, visually impaired volunteers work on our computers using large print software. The secretary of our board is blind and minutes are brailled and transcribed into print.

CNIB is reaping new benefits also. It is now in a better position to demonstrate the assistive devices it sells. Our Technical Aids volunteer, blinded in the workplace, spends two days a week helping others like himself. Although he is no longer able to continue in his previous field, he is able to apply his scientific knowledge to a new medium. He also feels like a contributing member of society again.

There is a great deal of adjustment, physical, social and emotional when you lose your sight. "Rehabilitation teaching provides instruction to blind and visually impaired individuals to help them gain or regain practical skills and psychological outlook necessary to attain self-dependence, social competence and a high level of self-esteem. With such skills and self-confidence, the individual can carry out activities of daily living and be a contributing member of society" (Comprehensive Orientation for Volunteers). Who better to assist in the rehabilitative process than someone who has "been there".

Remember that the primary focus must always be the client. Be sure the volunteer/client has progressed enough in their own rehabilitative process. If the volunteer's needs, whether blind or sighted, outweigh the needs of the client then they are not an

appropriate volunteer for that particular placement. Many volunteer services assisting persons with psychological or emotion disabilities require a one-year waiting period following therapy/counselling before a client can become a volunteer. You are not helping by pushing someone into a helping role before they are ready. Keep your priorities straight - client first.

If your agency has advocacy as part of its mandate, who better to advocate on behalf of your clientele than the service recipients themselves. Our public relations volunteers, the speakers bureau in particular, consist mainly of blind persons. They understand how difficult and challenging it can be to adjust to blindness. This would be true for someone who has experienced a physical disability as well. Would Rick Hanson or Terry Fox have been as effective had they been "able-bodied"?

As managers of volunteers we must turn to the community for volunteer resources. We should, where possible, look to our internal community first. We needn't look further than our own backyard for qualified and committed volunteers.

Christine Seip is the co-ordinator of volunteers for the C.N.I.B. in Waterloo, On. She is also an active member of O.A.V.A. with Communications.

BOOK REVIEW

Corrie Lawrence

Volunteer Access: A Manual for Special Needs Volunteering

This is a well laid out, easy to read manual that discusses the topic in some detail.

After a brief introduction and explanation of how the Victoria Advisory Committee began the project, there is a description of specific needs and concerns of various disability groups. This is followed by ideas and suggestions for volunteer placement. This information is relevant but out of necessity, very general in nature. Every volunteer has his/her own characteristics and needs which must be kept in mind when reading the manual. Personal experiences of several special needs volunteers are included and certainly these experiences will encourage both agencies and volunteers to participate.

The importance of interviewing is stressed and a Skills and Interest profile for volunteers is included. concerns of receiving agencies are noted as being valid and some ideas that may alleviate some of these concerns are included. The fact that some clients may not be ready to volunteer is also discussed.

The manual is very practical in that the centre pages include a step by step process beginning with encouragement of agency participation to placement and follow up of special needs volunteers.

This manual is a good, general overview of working with special needs volunteers. The positive attitude and success rate of the Volunteer Access Project will interest both agencies and special needs volunteers.

TIPS & TOOLS

Christine Setp

Increasing Awareness

The traditional volunteer no longer exists. The middle class, stay at home housewife is out juggling work and family responsibilities. Managers of volunteers must react to this social change and broaden their focus for recruitment. Volunteers are coming to organizations with a variety of experiences, skills and needs. It is our responsibility as volunteer managers to consider, respect and respond to each of these individuals.

Here are some tips on dealing with two specific needs...

Volunteers who are blind or visually impaired:

1. Face the individual when speaking. Speak slowly, clearly and in a moderate tone.
2. Be specific in giving directions. Do not say "over there." Instead say "on your left."
3. Use the person's name often. Always identify yourself and the reason for your presence.
4. Do not leave the person alone in the centre of the room. Make sure the person can touch a table, chair or wall to maintain orientation to his/her surroundings.

5. Never distract or feed a dog guiding a person who is visually impaired. Speak only and directly to the person.

Volunteers who are deaf or hearing impaired:

1. Get the person's attention before you speak.
2. Do not put obstacles in front of your face. Do not have objects in your mouth such as gum, cigarettes or food.
3. Speak clearly and at a moderate pace. Rephrase when you are not understood.
4. Avoid noisy background situations turn off the radio or television.
5. Use facial expressions and gestures.

If you have a volunteer with a special need, find out all you can about it. Contact the pertinent local association. Get informed or you'll be missing out on terrific people with a lot to offer. And remember... people who are visually impaired "watch" television. Those who use wheelchairs "go for walks." Actions are done, just in a different way!

Blind and visually impaired as well as deaf and hearing impaired are accepted terms to be used when dealing with people who have vision or hearing loss. The different terms relate to the degree of impairment.

LOOKING AHEAD

October 26:

The Ontario Association of Directors of Health Care Volunteer Services Fall Session

"Creatively Meeting the Changes"

To be held at the Annual Convention of the Ontario Hospital Association

Metro Toronto Convention Centre

Contact:

Register through the Ontario Hospital Association Education Department at (416) 429-2661.

October 28 - 31

International Conference on Volunteer Administration

"Dare to Dive Deep"

Minneapolis, Minnesota.

Contact:

Call (303) 541-0238

November 26 - 27:

Annual Conference for Manitoba

Association for Volunteer Administration

Contact:

Barbara Gemmel - (204) 447-5180

December 5

International Volunteer Day

If you missed it last year, you have lots of time to plan ahead.

In 1985 the United Nations General Assembly announced the world's first observance of a special day to honour volunteers,

National Volunteer Weeks

April 18 - 24, 1993

April 17 - 23, 1994

April 23 - 29, 1995

The Journal will be pleased to accept information about regional, provincial and national events of interest to our readers.

Submission deadlines:

Fall 1992: August 24th Winter 1993: October 24th

Spring 1993: January 24th Summer 1993: April 24th

WHIT AND WHIMSY

Lynne J. Savage

A SPECIAL NEED CAN BE A REAL BUMMER

In 1985, a young man became the only male employed on the first floor of our Community Resources Centre. Five different non-profit agencies housed 12 females who shared the WOMEN'S WASHROOM - one toilet and one sink. The male worker had only one SPECIAL NEED - to use our washroom at regular intervals. Our powder room was renamed the STAFF WASHROOM.

After the first week there was discontent - mumbling and grumbling from women who used the facility immediately after him. Women started expressing their concerns openly with other female staff:

"Can you believe it?"

"He leaves the seat up!"

"His wife must not say anything to him at home."

"I thought he'd know better than that!"

"Doesn't he realize the dangers involved for those of us who sit, not stand?"

"Someone has to tell him to put the seat down."

Let's call Lynne. She'll do it."

When I was approached the problem seemed trivial. After all, I lived daily with three males - 8 years, 11 years and 44 years of age. My life was filled with cold water encounters.

It seemed that my SPECIAL NEED was to deal with this in a sensitive yet humorous way. A poem! I could create a suggestive light verse - perhaps as a message from royalty, asking for his help in solving the problem. The poem could bear a illustration of a frazzled queen whose crown is about to fall from her head because her bottom has gone

beyond the rim of the bowl. The poem could be posted on the wall, above the toilet tank where only potential offenders would be standing.

At last the four line verse was completed:

When nature calls I take my place
Upon this throne with oh such grace.
Alas, I fear I'll lose my crown
Unless the toilet seat is down!

Most of the girls loved the poem but two of the ladies felt it was too bold, too embarrassing. We didn't post it.

The problem seat had its ups and downs until the male worker moved on, four months later.

I wonder if he had any indication of our SPECIAL NEED? We should have communicated our concern! To those of us who sit after those of you who stand - a raised toilet seat is a REAL BUMMER.

KEEPING INFORMED

ITEMS OF INTEREST

Volunteer Access: A Manual for Special Needs Volunteers. Victoria, British Columbia: Victoria Volunteer Bureau, 1991.

Available from: Victoria Volunteer Bureau (604) 386-2269 and JTC

Opening Doors: Volunteers with Disabilities in the 90's. Winnipeg, Manitoba: Independent Living Resource Centre, 1991.

Available from: Independent Living Centre (204) 947-0194

Tompson, Mal, *Involving Volunteers with Extra Support Needs - A Self Study Pacx for Volunteer Organizers.* Hinckley, England: Hinckley Area Volunteer Bureau, 1991.

Available from: Hinckley Area Volunteer Bureau, 12 Waterloo Road, Hinckley, England, LE10 10J (£5.00)

Graff, Linda, *Volunteer for the Health of It, Report of the Finding from a Health Promotion Grant.* Etobicoke, Ontario: Volunteer Ontario, 1991.

Available from: VO and JTC

"Special Audiences - The Big Pay Offs." A Primer on What to Say & Do. - Washington D.C.

Voluntary Action Leadership Winter '92

Available from: VAL. 73

6 Jackson Place N.W. Washington, D.C. 20503.

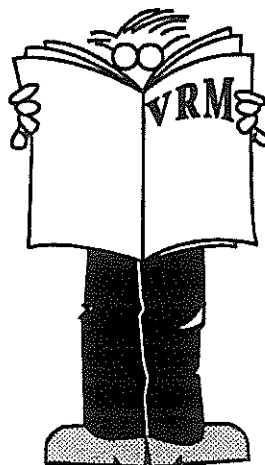
WHERE TO GET RESOURCES...

Each resource described is marked with a code that corresponds to the following distributors.

VO - Volunteer Ontario
2 Dunbloor Road, # 203
Etobicoke, Ont. M9A 2E4
Phone: (416) 236-0588
Fax: (416) 236-0590

VV - Volunteer Vancouver
301-3102 Main Street
Vancouver, B.C. V5T 3G7
Phone: (604) 875-9144
Fax: (604) 875-0710

JTC - Johnstone Training & Consultation
1310 Upper Dwyer Hill
R.R. 2 Carp, Ont. K0A 1L0
Phone: (613) 256-5516
Fax: (613) 256-5516



JOURNAL OF VOLUNTEER RESOURCES MANAGEMENT

Editorial Process and Guidelines for Authors

OBJECTIVE

The Journal of Volunteer Resources Management is intended:

1. to serve as a credible source of information on the management of volunteers in Canada;
2. to provide a forum for the exchange of ideas and to encourage networking among managers of volunteers;
3. to provide a professional development tool for managers of volunteers;
4. to recognize and encourage Canadian talent in the field of Management of Volunteers.
5. to include in each issue at least two articles that will consider different views of a specific and predetermined theme.

TARGET AUDIENCE

The Journal's intended audience includes managers of volunteers, educators, media and funders of not-for-profit organizations across the country.

SUBMISSIONS

All manuscripts will be accepted on either diskette or on typed, double spaced pages. Submissions should be written according to "The Canadian Style - A guide to Writing and Editing" - Secretary of State, Dundren Press.

External reviewers may be engaged to review content if deemed advisable by the committee.

The revised draft is edited for clarity and consistency by the editor.

The edited version is returned to the author or acceptance along with an approval form for signature.

The signed form is to be returned to the editor within a week along with any suggestions for final revisions.

FORMAT AND STYLE

Authors are asked to respect the following word counts:

	<u>words</u>	<u>pages</u>
Lead article	2000	5-6
Secondary article	700 - 800	2-3
Book review	150	1

The lead article will look at the topic in some depth and will normally require the author to conduct research into current trends and perspectives on the subject.

The secondary article will adopt a more practical approach, including personal experiences and opinions.

DEADLINES FOR SUBMISSION AND THEMES

Issue	Deadline	Theme
<i>Fall '92</i>	articles due on the 24th of August	Professionalism
<i>Winter '93</i>	articles due on the 24th of October	Recognition
<i>Spring '93</i>	articles due on the 24th of January	Fundraising
<i>Summer '93</i>	articles due on the 24th of April	Taking Care of You

