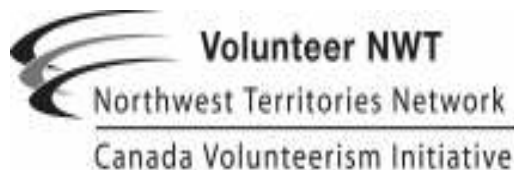


Volunteering and Community Service

A Workbook for Students

A resource for the Community Service Module
and Career and Life Management (CALM)



Volunteering and Community Service: a Workbook for Students. April 2007.

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- Velma Illasiak, Principal, Moose Kerr School, Aklavik, NT
- Karen Carleton, for preliminary research and development
- NWT Curriculum Implementation Committee
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- Wendy Wile, CALM Teacher, Sir John Franklin High School, Yellowknife, NT
- Staff and students of Moose Kerr School, Aklavik, NT

This resource is available at www.volunteernwt.ca

We acknowledge the financial support of the Government of Canada through the Department of Canadian Heritage. The opinions expressed in this publication do not necessarily reflect those of the Department of Canadian Heritage.

The logo for Canada, featuring the word "Canada" in a serif font with a small Canadian flag icon above the letter "a".

GETTING STARTED

Community Service and CALM

In order to graduate, you are required to do 25 hours of community service--work for which you receive no money. It is hoped that, by participating in community service, you will:

- realize the value of volunteering;
- become aware of opportunities for volunteering and community service;
- learn about your community;
- gain confidence while discovering and exploring your interests, skills, and talents;
- gain skills and attitudes that will help you in the workplace, or to access further education or training.

Completing your community service hours will help you fulfill many of the Learning Outcomes in the Career and Life Choices module (General Outcome 3) of Career and Life Management (CALM). The aim of senior high school Career and Life Management (CALM) is to support you to make well-informed, considered decisions and choices in all aspects of life, and develop behaviours and attitudes that contribute to well-being and respect for yourself and others.

Purpose of workbook

This workbook is a learning resource designed to help you complete your Community Service Hours. It has several objectives:

- To help you make the most of your community service so it will become a learning opportunity that benefits both you and your community;
- To show how volunteering relates to the Community Service Module and the Learning Outcomes of Career and Life Management (CALM).

Ideally, with the help of this workbook, your community service will be a positive experience and learning opportunity that will encourage you to serve your community. It will also help you plan and make choices about your career.

How to use this workbook

This workbook includes information, learning activities, and reflection questions that should help you to plan, complete, and learn from your community service. Learning Activities are indicated with a ◊ followed by an italicized, highlighted heading, for example ◊ *To get you thinking...about volunteering*. Reflection questions follow the heading and are highlighted like this, *****Reflection Questions*****.

You will need a place to write responses to the Reflection Questions and some of the learning activities. You can put this workbook in a binder, and add Reflection Pages and Activity Pages as needed, or keep a separate notebook or journal for your responses.

◊ *To get you thinking...about volunteering*

Before jumping in, take some time to reflect on what you know, and want to learn, about volunteering. All of these questions will be addressed in this workbook. Choose three of the following questions and answer them in your Reflection Pages.

*****Reflection Questions*****

- What is a volunteer?
- What kinds of activities do people volunteer for?
- Why do people volunteer?
- How do you find a volunteer opportunity that's right for you?
- How does volunteering make a community stronger?
- How might volunteering benefit you?
- How can volunteering help you define and achieve career goals?



PLANNING YOUR COMMUNITY SERVICE

What *is* volunteering?

Volunteering is freely choosing to share your skills and time without expecting anything in return. Because community service is required for you to graduate it is not *truly* volunteering: you can't choose whether or not to do it. However, like volunteering, when you do community service you give your time, energy and talents to your community without getting paid. And you *can* choose how and where to do your community service, and what you want to learn from doing it.

Why volunteer?

Volunteers can and do make a difference--in their communities and in the world. Volunteering is about giving and being rewarded, not with money but with good feelings. Volunteers often say that volunteering isn't about doing something for nothing because so many people benefit--they feel enriched even if they don't get paid. Helping others is fulfilling and empowering. Volunteering brings self-satisfaction, appreciation, recognition, and respect from others.

Volunteering is also about giving back. As we grow through childhood, many people share with us their wisdom, experience, and skills. By giving us their guidance and support, they help us to find and nurture our own gifts. These gifts are meant to be developed—and given back—for the good of the community.

◇ *To get you thinking...about the benefits of volunteering*

Here's what some youth have said about the benefits they received from volunteering:

- They had fun.
- They connected with people.
- They felt appreciated.
- They felt good helping others.
- They became more aware of issues and needs in their community.
- They learned new skills.
- They realized they could make a difference.
- They explored job and career possibilities.
- They gained experience that led directly to training programs or jobs.

Can you think of other benefits of volunteering or doing community service? (You may want to refer back to the Reflection Questions you answered in the Getting Started section.) List them in the space below. Next, in the list above, and the one you made below, checkmark the benefits that you'd like to receive from your community service work. Which three are most important to you? Number them 1 - 3.

-
-
-

Finally, answer the following Reflection Questions in your Reflection Pages.

***** Reflection Question*****

Think about people in your extended family, your school, and your community who have helped you find and develop your gifts. List some of these people. How did they help you? What did you learn about your own gifts with their help?

What do volunteers do?

Volunteers do all kinds of things!

- They help with spring carnivals, music festivals, dance and theatre groups, cultural displays, arts and crafts demonstrations, and community radio and television production. They cook food, play music, sell tickets, set up stages, build displays, keep track of money, run technical equipment, and organize people or things.
- They organize, coach, referee, and fundraise for sports and recreational teams, clubs, and groups.
- They read to children, help with school trips, provide snack programs, and tutor students after school.
- They lead tours, interpret at historic sites, perform in cultural groups.
- They visit people who can't get out, run errands, chop wood, look after children, and interpret for elders.
- They help out at their church or religious organization teaching Sunday school, greeting people, helping with office work, visiting seniors or people who are sick.
- They share their carpentry, computer, writing, sewing, language, artistic, or other special skills to benefit the community.
- They perform fire fighting and search and rescue functions.

◇ *To get you thinking...about the service you'd like to do*

Read carefully through the list above. Highlight all of the community service opportunities that interest you.

Where can I help out?

Volunteers help out in many places: hospitals, health centres, churches, libraries, community halls, museums, schools, women's centres, environmental groups, help lines, seniors' residences, arenas, literacy programs, immigrant agencies, youth groups, camps, cultural groups, fire halls, and many other organizations and agencies. They also help elders, people who are sick at home, and others in the community who are in need.

Volunteers and volunteer groups make up what is known as the volunteer or voluntary sector. Volunteer groups are referred to as: non-profits, non-governmental organizations (NGOs), or community-based organizations. The voluntary sector includes a wide variety of sports and recreation, cultural, arts, humanitarian, environmental, religious, and professional groups that engage people and serve the common good. Society's other sectors are: the public sector (government) and private sector (business). The three sectors have different yet complementary roles and responsibilities.

	Volunteer Sector	Public Sector	Private Sector
Who?	Volunteers and volunteer groups	Government agencies, legislative bodies, courts	Business and industry
What?	Supports and promotes active citizenship and well-being	Makes and implements public laws and policies. Provides public programs and services/funding	Builds and carries out commercial activities. Aims to make profits.

Because their roles and responsibilities do overlap, the three sectors often work together to benefit the community. Some examples of this cooperation include Arctic Winter Games, community festivals, and boards that address concerns related to health, education, and the environment.

How do I find volunteer and community service opportunities?

There are many ways to find opportunities. They include:

- asking family, friends, elders, community leaders, coaches, teachers, and people who volunteer.
- checking bulletin boards in schools, churches, libraries, community centres, band or community government offices, arenas, and other meeting places.
- checking newspapers, newsletters, radio and TV for ads, notices, and announcements.
- asking people who work in the places listed in the "Where can I help out?" section of this handbook.
- checking the Internet. Start with www.volunteernwt.ca.
- looking around your community to see where the needs are.
- using your imagination.

◇ *To get you thinking...about finding community service opportunities*

With the help of the suggestions given above, list four actions you can take to find community service opportunities in your community.

1. _____

2. _____

3. _____

4. _____

◇ *Take the next step...*

Now, see what you can find. Take the four actions you described above. Use the following page (and additional photocopies of the page) to list all the community service opportunities you discover, as well as the contact information you need to follow up on the opportunities.

Community Service Opportunities

Description of position: responsibilities, activities, special requirements...

Where would I be helping out?

Contact name:

Phone number:

How I found out about this position:

Description of position: responsibilities, activities, special requirements...

Where would I be helping out?

Contact name:

Phone number:

How I found out about this position:

Description of position: responsibilities, activities, special requirements...

Where would I be helping out?

Contact name:

Phone number:

How I found out about this position:

How do I choose the opportunity that's right for me?

This is a question that deserves some careful thought and self-assessment. Self-assessment is taking time to think, and know yourself. Knowing your interests, talents, skills, and personality will help you make the most of your community service experience. Working through the following learning activities will help you know yourself, and make good choices about community service.

- ◇ Identify your interests, values, and passions.
- ◇ Assess your skills.
- ◇ Decide what you're able to give.
- ◇ Set goals for yourself.
- ◇ Decide where you'd like to do your community service work.
- ◇ Apply or make arrangements for the community service work you choose.

◇ *Identify your interests, values, and passions*

Give some thought to each of the following questions. Then choose four, and answer them in your Reflection Pages.

Reflection Questions

- What is really important to me?
- What issue(s) do I feel passionate about?
- What are my favourite classes/subjects?
- What situations or activities inspire or motivate me the most? What situations or activities do I enjoy the most?
- If I had unlimited time and resources, what problem would I solve? What would I change? What would I create?
- What issues or concerns in my community keep catching my attention?
- What places, activities, services, people, and things in my community do I especially value? Are any of these dependent on volunteers? How would I feel if they were no longer available?
- What type of work, training, or education do I want to pursue?
- What people do I enjoy working with (young children, elders, people my own age, people in need, people who are ill, active people, quiet people...)?

◇ *Assess your skills*

To find the community service opportunity that's right for you, you also need to think about what you do well—and what you'd like to learn. Sometimes, people who know us can help us see our gifts, strengths, and skills. Ask several people who know you well (parents, grandparents, aunts, uncles, elders, coaches, clergy, teachers...) what gifts they see in you, what your strengths are, what skills they see you using, and where you might best be of service in your community. Write down their suggestions in your Reflection Pages. Then, reflect on their suggestions by answering the following questions.

Reflection Questions

- Have you been aware of the gifts, strengths, and skills they see in you?
- Did any of their suggestions surprise you?
- Where do *you* think you can best use your gifts and skills to benefit others?

Take your self-assessment a step further by filling in the table on the following page. List the skills you have, and the skills you'd like to develop. Use the "Skill Areas" column for guidance, but don't be limited by it. If skills were identified in the previous activity that aren't on the list, be sure to include them as well.

◇ *Decide what you're able to give*

Now that you know what you have to offer, you need to decide what you're able to give. Answer the following questions.

- How many hours can I volunteer and still meet my other time commitments?
___hrs/day ___hrs/week ___hrs/month
- What time(s) of day / week am I able to help out? _____

- Is transportation an issue? How close to home or school does my community service work need to be? _____
- What type of work would I feel uncomfortable doing? _____

Skill Areas	Skills I have	Skills I'd Like to Develop
Communication skills Reading, writing, talking, listening questioning, explaining, resolving conflicts, persuading, teaching		
Leadership skills Making decisions, directing/supervising, initiating, planning, organizing, coaching		
Teamwork skills Serving, assisting, co-operating, facilitating, advising/counseling, supporting, collaborating, following, helping		
Critical thinking Problem solving, investigating/researching, assessing, analyzing, synthesizing		
Numeracy skills Counting, calculating, measuring, estimating, budgeting, sorting, filing, scheduling, classifying		
Problem-solving skills Assessing, adapting, collaborating, visioning, tracking trends, researching		
Organizational skills Managing information, managing multiple responsibilities, administering, scheduling, coordinating, planning		
Technical skills Using computers, operating equipment, maintaining equipment, constructing, repairing, building		
Self-management skills Assessing, adapting, risk-taking, managing time, managing money, being self-directed, building relationships, managing stress, collaborating, personal marketing		
Creative skills Creating/inventing, designing/displaying, improvising/adapting, performing, drawing, painting, sculpting, writing, playwriting, composing		

◇ *Set goals for yourself*

Refer back to the "Why volunteer?" section of this workbook, and your self-assessment activities, to set three to five goals for yourself. What do you want to accomplish with your community service work?

1. _____

2. _____

3. _____

4. _____

5. _____

◇ *Decide where you'd like to do your community service work*

Go back to the list of Community Service Opportunities you made in the "How do I find...opportunities?" section of this workbook. Given all that you've considered and thought about so far, which three of these opportunities interest you most? (If you want more options, use the same process you used before to find more opportunities or to create your own.)

1. _____
2. _____
3. _____

◇ *Apply or make arrangements for the community service work you choose*

Once you've considered your options, choose the community service opportunity that interests you most. Get in touch with the contact person for that position, and let him/her know that you're interested in volunteering to fulfill your high school community service hours.

Depending on the type of work you're interested in, you may be asked to do one or more of the following:

- Fill out an application form. **Try out the sample on the following page.**
- Provide a resumé. If you don't have one, ask a teacher or counsellor for help.
- Provide references. Ask a teacher, community leader, employer, coach, or other adult who knows you to allow you to give their name and phone number. Never give a name or phone number without asking permission.
- Participate in an interview. Be relaxed, and prepared to tell about yourself, your interests, your goals. Your self-assessment exercise will help you prepare for this. An interview is also an opportunity for you to ask questions about what to expect.

The application process will help you and the group / person you want to volunteer with to find out if you and the position are a good match. If not, thank those involved, and try the next opportunity on your list. Keep in mind that all these steps provide great experience for applying for a job, or further education or training!

A note about criminal records checks: A criminal records check is a process to find out if a person has broken the law in the past and has a police record. Most volunteer positions won't require this. However, some types of work aren't suitable for people who've been convicted of major offenses such as dealing or selling drugs or alcohol, violence against another person, a crime involving a weapon or alcohol, or major theft. If the volunteer position involves working with vulnerable people, handling sensitive information, or handling lots of money, the organization will want to know that their volunteers can be trusted. If asked to do a records check, you'll need to go to the RCMP office with two pieces of ID (one with a picture), and fill out a form. The RCMP officer can help if you have any questions.

SAMPLE VOLUNTEER APPLICATION FORM

Name:

Address:

Home phone:

Work phone:

Email address:

Name and phone of parent/guardian if you're under 18:

Name and phone to contact in case of emergency?

How much time do you have for volunteering? Please give details about your schedule. When you are available, such as certain days of the week and times of day?

Do issues such as transportation and childcare affect when or how much you volunteer? Please give details.

What skills or talents can you bring to a volunteer experience?

Do you have a driver's licence? Yes No

What kind of volunteer work do you want to do?

Is there any kind of volunteer work you can't or won't do?

If needed, may we ask for a criminal records check? Yes No

Please write the name and phone number of three local references.

DOING YOUR COMMUNITY SERVICE WORK

◇ *Keep track of your skill development*

Use the following page to track your skill development as you complete your community service. In the first column, list the skills from the "Skills I'd like to develop" column in the "Assess your skills" section of this workbook. In the next three columns, rate your capability for each skill before you begin, in the middle, and at the end of your community service work. Use a scale of 1 - 5, with the following guidelines:

- **1 - Novice:** I'm at a beginning level for this skill. I require a lot of supervision and direction. I have a lot to learn!
- **3 - Getting There:** I've made progress performing this skill. I feel capable, but am not entirely confident on my own.
- **5 - Accomplished:** I feel capable and confident performing this skill with little supervision. I could use this skill in another position.

As well as rating your skill development, it's a good idea to make regular personal notes about what you learn during your community service work. In your Activity Pages, create a format that allows you to make the following notes:

- position title
- date and time worked
- activities: describe what you did during the work session—answer the phone, play with children, make snacks, coach, computer work, etc.
- what you learned: personal comments and thoughts about new knowledge, skills, attitudes, ideas, discoveries, and how you might use the learning.

Ideally, you should make these notes after every work session. If you can't manage that, try every third session. The more you reflect on your work, the more you'll learn.

Rate your skill development

Skills I want to develop	Rating:		
	Before beginning	In progress	At end
•			
•			
•			
•			
•			
•			
•			
•			
•			
•			

Rating scale

- **1 - Novice:** I'm at a beginning level for this skill. I require a lot of supervision and direction. I have a lot to learn!
- **3 - Getting There:** I've made progress performing this skill. I feel capable, but am not entirely confident on my own.
- **5 - Accomplished:** I feel capable and confident performing this skill with minimal supervision. I could use this skill in another position.

◇ *Interview a volunteer*

Everyone's experience with volunteering is personal, and therefore slightly different. You can learn more about volunteering by hearing about the experiences of other volunteers.

Find a volunteer in your community and ask if you can interview her/him about volunteering. Ask her/him the following questions, as well as two questions of your own which you add to the list (9 and 10). Record the answers on Activity Pages in your binder, or in your notebook. Start by recording the volunteer's name, volunteer position or title, and the date of your interview.

1. Describe your volunteer work: what do you do?
2. Why do you volunteer?
3. How did you find out about your current volunteer position?
4. In what ways do you feel you're helping out?
5. How long have you been a volunteer?
6. What is the most important thing you've learned from volunteering?
7. What do you think is the most difficult thing about volunteer work?
8. What has been your greatest reward from the volunteer work you're doing?
- 9.
- 10.

When you've completed the interview, take time to reflect on what you heard by answering the following questions in your Reflection Pages.

Reflection questions

- List three things you learned from the volunteer you interviewed. Which do you consider most important?

- What in the interview surprised you?
- What inspired you?
- How does the volunteer experience of the person you interviewed compare with your community service experience? What are the similarities and differences?

LEARNING FROM YOUR COMMUNITY SERVICE WORK

Although you've completed your community service hours, you're not quite finished with the community service *experience*—not if you want to make the most of it! Your final tasks are to do some more self-assessment and reflection, and to think about your next steps.

How did you do?

◇ *Rate your skill development*

Remember to complete the "Rate your skill development" page by filling in the last column.

◇ *Re-assess your goals*

Refer back to the goals you listed for yourself in the previous section. Assess your accomplishments by answering the following questions in your Reflection Pages:

Reflection Questions

- Did you meet your goals successfully?
- If you didn't meet all of them, what prevented you?
- What have you learned that can help you meet your goals in the future?
- Have your goals changed? How?

Link to your next step

◇ *Update your Student Career and Program Plan (CPP)*

Use the assessments and learning tools you completed in this handbook to update your CPP (for example, Identifying Strengths and Assets, and Career Exploration). This will also help you complete several of the outcomes for your CALM course or module.

◇ *Update or begin a resumé*

Volunteering and community service provide valuable experience that can help you get paid work, or qualify for an education or training program—or even a scholarship. Besides helping you develop valuable skills and knowledge, volunteering and community service can show potential employers that you can manage your time, work well with others, and have a positive attitude.

Be sure to include your community service experience on your resumé. Describe it under "Work Experience." Provide the name of the organization, the dates, your title or role, and a description of your activities. Use action words (such as coordinated, organized, led, designed, taught, helped, etc.).

◇ *Reflect on your community service experience*

Take time to think about each of the following questions. Then choose a minimum of four, and answer them in your Reflection Pages.

Reflection Questions

- How did you benefit from your community service experience?
- How did others benefit from your community service?
- Did your community service differ from your expectations? If so, how?
- What was your most rewarding experience?
- What is the most important thing you learned about volunteering?
- What was your greatest challenge?
- What did you discover about yourself that you didn't know before?
- What did you learn that will help you choose and take advantage of future work or education opportunities?
- What challenges do you think the voluntary sector is faced with?
- What advice would you give to help others to plan and complete their community service?

Resources for Additional Information

Volunteer NWT

www.volunteernwt.ca

Imagine Canada

www.imaginecanada.ca

Volunteer Canada

www.volunteer.ca

Municipal and Community Affairs, Government of the Northwest Territories

www.maca.gov.nt.ca

Canada World Youth (designs and delivers international educational programs for youth aged 17-29 with a focus on volunteer work and community development in a cross-cultural setting)

www.cwy-jcm.org

Global Youth Service Day (an international celebration of youth engagement and volunteerism)

www.volunteer.ca/volcan/eng/content/youth

Katimavik (offers youth 17-21 the opportunity to spend seven months volunteering in three different provinces in Canada)

www.katimavik.org

Youth Abroad Program, Nunavut and Northwest Territories

www.nyaponline.org

Online Volunteering Service, UN Volunteers Program (volunteer arm of the United Nations)

www.onlinevolunteering.org

Youth Challenge International (a Toronto-based organization provides youth 16-25 with international volunteer experience in community development, health promotion and conservation projects)

www.yci.org

Youth Cyberstation, Volunteer Zone:

www.canadianheritage.gc.ca/special/cyberstation/html/vzone_e.htm