



# A Guide to Volunteer Program Management Resources

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**Canada**

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# INTRODUCTION

The voluntary sector in Canada is a diverse and vibrant community of more than 180,000 organizations working in a vast array of fields providing services, leadership and voice to millions of Canadians. The single defining characteristic of each of these organizations is the presence of volunteers. In fact, more than 40 per cent of these organizations have absolutely no paid staff.

Regardless of the number of volunteers, there is a person in each organization whose job it is to recruit, train, oversee and recognize volunteers. In some cases, this person may be the manager of volunteers or perhaps the administrator of volunteer resources. In other cases, volunteer program management is one of many responsibilities.

While there are hundreds of excellent resources written about the dynamics of volunteering, volunteer management strategies, and specific issues faced by managers of volunteers, there was a need for a single source to encompass the top resources on volunteer program management. As a result, *A Guide to Volunteer Program Management Resources* was commissioned.

*A Guide to Volunteer Program Management Resources* is divided into five sections: top 20 resources; additional resources; publishers and distributors of the top 20 resources; periodicals that publish articles or resources on volunteer program management; and electronic resources.

The first section, the top 20 resources on volunteer program management, provides a literature review of the most relevant resources currently available. For ease of use, they are arranged by general subject categories and then listed alphabetically by author. Similarly, the other resources are arranged by author (individual or corporate) and, if there is no author, by title. A subject index is included for easy reference. The final section of the guide lists various electronic resources including e-newsletters and e-zines containing information on volunteer program management; Web sites listing resources on volunteer program management; and discussion groups for managers of volunteer programs.

The top 20 resources listed can be purchased through Volunteer Canada at 1-800-670-0401 or [www.volunteer.ca](http://www.volunteer.ca), subject to availability. They can also be purchased through the distributors listed in this guide.

Resources on volunteer program management are always increasing in number and quality. Volunteer Canada would be pleased to hear comments about innovative, new books and other sources of information. Please keep us up-to-date with new literature so that we may share it with other managers of volunteers.



# I - TOP 20 VOLUNTEER PROGRAM MANAGEMENT RESOURCES

## Overview of Volunteer Program Management

1. COLE, KATHLEEN M.; FISHER, JAMES C. **Leadership and Management of Volunteer Programs: A Guide for Volunteer Administrators.** San Francisco, California, Jossey-Bass. 1993. 208p.  
Discusses the profession of volunteer administration from a management perspective. It illustrates the diverse and complex managerial functions of volunteer managers such as staffing, recruitment, motivation, program evaluation and the management of relationships between paid and volunteer staff. Two added resources, “Professional Ethics in Volunteer Administration” and “AVA Certification Program in Volunteer Administration: Functional Areas and Competency Statements”, give an overview of the philosophical and ethical foundations of the field.
2. JOHNSTONE, GINETTE, ed. **Management of Volunteer Services in Canada: The Text.** 2nd edition. Carp, Ontario, Johnstone Training and Consultation Inc. 1999. Various pagination.  
A comprehensive introductory text with contributions from nine well-known Canadian authors. It covers the history of volunteerism in Canada, planning, financial management, screening, risk management, recruitment, training, motivation, supervision and redirection.
3. MCCURLEY, STEVE; LYNCH, RICK. **Volunteer Management: Mobilizing All the Resources of the Community.** Downers Grove, Illinois, Heritage Arts. 1996. 236p.  
A must have for all volunteer managers! This is the most comprehensive text on involving volunteers in organizations. It covers all the basics of volunteer management, specific volunteer supervision techniques, ways to deal with problem volunteers, suggestions for raising the status of the volunteer program, and ways to design a volunteer recruitment campaign. Important additions to the text are: an extensive bibliography on volunteer management, sample volunteer management policies, and numerous sample forms and worksheets.

## Assessment and Program Planning

4. ELLIS, SUSAN J.; NOYES, KATHERINE H. **Proof Positive: Developing Significant Volunteer Recordkeeping Systems.** Philadelphia, Pennsylvania, Energize Inc. 1990. 58p.  
This is an easy-to-use guide for designing and maintaining records on volunteer management. It shows how to develop a volunteer application form, gives ideas for recording the work of groups and how to keep track of one’s own activities as well as those of the volunteers. It contains many sample forms to copy or adapt.

5. GRAFF, LINDA L. **By Definition: Policies for Volunteer Programs: A Manual for Executive Directors, Board Members, and Managers of Volunteers.** 2nd ed. Dundas, Ontario, Graff and Associates. 1997. 91p.  
 Concentrating on the policy-making process, this manual begins with a section that looks at why policy-making is so important to volunteer programs. This is followed by a discussion on the different types and levels of policy. For managers of volunteers, chapters 5 and 6 give a clear picture of what types of policies are needed around volunteering and the relevance of policy-making to their positions. Chapter 7 presents a seven-step model of policy development and chapter 8 provides detailed information on how to write policies. The sample forms and bibliography at the end of the book are important additional resources. This is a must-read for volunteer managers.
6. MCCURLEY, STEVE; VINEYARD, SUE. **Measuring Up: Assessment Tools for Volunteer Programs.** Downers Grove, Illinois, Heritage Arts Publishing. 1997. 68p.  
 Contains comprehensive checklists and questionnaires that managers of volunteers can use to assess their volunteer programs, organizations and themselves. The forms can be used as they are or customized for one's own needs.
7. MACDUFF, NANCY. **Episodic Volunteering: Building the Short-term Volunteer Program.** Walla Walla, Washington, MBA Publishing. 1991. 24p.  
 With the present trend of volunteers moving towards short-term volunteerism or serving at regular intervals for short periods of time, this booklet helps managers of volunteers decide whether or not to introduce episodic volunteering into their organizations. It also shows how to recruit and sustain episodic volunteers.

## Recruitment

8. ELLIS, SUSAN J. **The Volunteer Recruitment (and Membership Development) Book.** Philadelphia, Pennsylvania, Energize Inc. 1996. 152p.  
 Provides an in depth examination of the tasks of recruitment by discussing where to look for volunteers, why people do or do not volunteer, and how to select the right recruitment techniques. A full chapter on membership development explains how to encourage people to join and motivate inactive members to participate more. The appendix is a discussion on the potential of recruitment through the Internet.
9. LEVANT, REBECCA; SEEL, KEITH. **Creating Bridges: A Practical Planning Guide and Checklist for the Development of a Cross-Cultural Volunteer Program.** Calgary, Alberta, Volunteer Calgary. 1995. 57p.  
 If you are planning to develop a cross-cultural volunteer program and do not know where to start, this is the book for you. Although it is designed primarily for mainstream agencies, it

will also be useful for diverse cultural agencies wishing to promote a similar program. The guide is easy to use and has a holistic approach with a rich blend of volunteer management, strategic planning, communications, cultural sensitivity training, and organizational development tips and strategies. The 11 steps described in the guide have been set up for use as a hands-on working tool adaptable to any organization.

## Interviewing

10. CROWE, ROY. **Resource Kit for Interviewing Volunteers.** Vancouver, British Columbia, Volunteer Vancouver. 1995. 51p.  
Interviewing is a very important part of a successful volunteer program. Skillful interviewing benefits both the interviewer and the organization. In this helpful reference guide, the author discusses the different types of volunteer program interviews, the purpose of the entrance and placement interview, selecting and training interviewers, how to plan an interview, interviewing styles and human rights guidelines to follow while conducting an interview.

## Screening

11. GRAFF, LINDA. **Beyond Police Checks: The Definitive Volunteer & Screening Guidebook.** Dundas, Ontario, Graff and Associates. 1999. 152p.  
Designed specifically for managers who have little knowledge of, or experience in, hiring and screening, this "how to" manual provides concrete, practical tools on volunteer and employee screening. The information in this guidebook is divided into five chapters. Chapter 1 reviews the key principles of screening; chapter 2 explains the screening protocol for any given position and includes tools to assist in the assessment of positions; chapter 3 discusses the relationship between screening and risk management; chapter 4 reviews more than 14 screening mechanisms; and chapter 5 presents an overview of the screening process. Sample forms and checklists are included.
12. VOLUNTEER CANADA. **The Screening Handbook: Protecting Clients, Staff and the Community.** (Written by Lorraine Street). Ottawa, Ontario, Volunteer Canada. 1996. Various pagination.  
This handbook is designed to assist organizations in creating, developing, or refining their screening programs. It is organized into three sections: part 1 offers an overview of the current legislative and social policy context at the federal government level and in each of the provinces and territories; part 2 provides readers with a step-by-step process for developing screening measures; and part 3 contains sample forms, good practice models, checklists, bibliographies, evaluation forms and information about the training program.

## Training and Orientation

13. STALLINGS, BETTY. **Training Staff to Succeed with Volunteers: The 55-Minute In-Service Series.** Pleasanton, California, Building Better Skills. 1996. Various pagination. Contains training modules on key volunteer topics, each designed for delivery in 55 minutes of staff time. Each module is approximately 60 pages and includes learning objectives, suggested script and expandable activities, key concepts and notes to trainer, transparency masters, handout masters, bibliography and workshop evaluation forms.

## Supervision

14. GRAFF, LINDA. **Yes You Can! Discipline and Dismissal of Volunteers (An Audio Workshop).** Dundas, Ontario, Graff and Associates. 1999. 95 minutes. Listen to Linda Graff and discover the principles of progressive discipline and the elements of rightful dismissal. You can also learn how to decrease both personal and organizational risks in all of your dismissal actions.
15. VINEYARD, SUE; MCCURLEY, STEVE. **Handling Problem Volunteers.** Downers Grove, Illinois, Heritage Arts Publishing. 1998. 60p. This book is designed to help managers of volunteers deal with a wide variety of problem volunteers—from the somewhat annoying to the seriously disruptive and even the dangerously dysfunctional. Chapter 1 discusses the myths about problem volunteers. The other chapters deal with specific problem types followed by suggestions on how to deal with them.

## Volunteer and Staff Relations

16. THACKER, COLIN. **Volunteering in a Unionized Environment.** Carp, Ontario, Johnstone Training and Consultation Inc. 1999. 19p. Based on the author's experiences as a manager of volunteer resources, this booklet identifies processes that promote a harmonious volunteer/staff relationship in any unionized organization.

## Recognition

17. VINEYARD, SUE. **Beyond Banquets, Plaques and Pins: Creative Ways to Recognize Volunteers and Staff.** Downers Grove, Illinois, Heritage Arts Publishing. 1989. This is an excellent book on volunteer recognition. The author develops the concept initially and proceeds to discuss recognition as it relates to organizational climate and management. It contains over 300 creative ideas classified into: the light touch; general; youth; working

volunteers; seniors; those seeking new skills; church volunteers; hospital volunteers; for those seeking visibility; for lower income; and, for virtual volunteers.

## Evaluation

18. EYSTAD, MELISSA, ed. **Measuring the Difference Volunteers Make: A Guide to Outcome Evaluation for Volunteer Program Managers.** St. Paul, Minnesota, Minnesota Department of Human Services. 1997. 40p.  
Describes the major components of outcome evaluation in understandable terms. These include types of data, collection methods, the role of volunteer managers, writing outcome statements, and presenting evaluation findings. Work sheets, appraisal forms and a list of suggested readings are useful additions to the book.

## Youth Volunteering

19. DYBURGH, CAROL. **Youth Volunteers: Investments Today, Dividends Tomorrow.** Carp, Ontario, Johnstone Training and Consultation Inc. 1996. 32p.  
This practical manual covers all aspects of involving youth as volunteers. It is divided into six chapters covering: benefits of volunteering; planning; recruiting and selection; orientation and training; supervision; evaluation and recognition. The appendices include: the Volunteer Bill of Rights, sample application forms, and volunteer and program evaluation forms for youth volunteers.
20. VOLUNTEER CANADA. **Volunteering Works! Give a Little...Get a Lot.** [Includes Volunteering Works! Be Part of Shaping Your Future; Volunteering Works! A Parent's Guide to Youth Volunteering; and Volunteering Works! A Facilitator's Guide to Youth Volunteering. ] Ottawa, Ontario, Volunteer Canada. 2000.  
This set of publications was produced to support youth volunteer programs. The first booklet, designed for youth aged 15-30, answers some important questions about volunteering. The parent's guide offers advice on being an active part of your child's volunteer experience, and the facilitator's guide is designed for use by managers of volunteer programs, counsellors, and teachers.

## II – ADDITIONAL RESOURCES

21. CAMPBELL, KATHERINE NOYES; ELLIS, SUSAN J. **The (Help!) I-Don't-Have-Enough-Time Guide to Volunteer Management.** Philadelphia, Pennsylvania, Energize Inc. 1995. 117p.  
Presents a framework for creating a team approach to volunteer management. This book is especially useful to volunteer managers who lead volunteers as an “add on” to their other duties. Includes a detailed “Volunteer Management Task Analysis”, forms and procedures to simplify your work, and ideas for collaboration with other volunteer programs.
22. CENTRAL VOLUNTEER BUREAU OF OTTAWA-CARLETON. **Stronger Together: Recruiting and Working with Ethno-cultural Volunteers.** Ottawa, Ontario, Voluntary Action Directorate, Multiculturalism and Citizenship Canada. 1990. 30p.  
This manual is developed to help managers of volunteer programs, boards of directors, and staff of not-for-profit organizations become more sensitive and responsive to ethnic minority volunteers. Many tips on recruitment, interviewing, training, supervision, evaluation, recognition and support for ethnic minority volunteers are discussed.
23. CHAFE, DAWN. **Youth+ - A Guide to Fostering Intergenerational Volunteerism: Involving Youth and Older Adults in Mutually Beneficial Volunteer Activities.** St. John's, Newfoundland, Community Services Council Newfoundland and Labrador. 1995. 21p.  
The Youth+ project was established as an innovative model of community volunteerism to increase contact between young people and older adults. This manual discusses how the intergenerational program was delivered and provides guidance to other groups who may wish to develop similar programs.
24. ELLIS, SUSAN J.; CRAVENS, JAYNE. **The Virtual Volunteering Guidebook: How to Apply the Principles of Real-World Volunteer Management to Online Service.** Palo Alto, California, Impact Online Inc. 2000. 128p.  
This is the first and foremost electronic book on virtual volunteering. It is designed to help organizations that already have a functioning face-to-face volunteer program. It discusses the 13 major elements of volunteer management and how each of the elements must be adapted to meet the demands of virtual volunteering situations.
25. FELS, LYNN. **Getting Started: Establishing a Volunteer Program.** Toronto, Ontario, Volunteer Centre of Metropolitan Toronto. 1988. 29p.  
This easy-to-read handbook explains how to organize a volunteer program. From the initial stage of conducting a needs analysis to designing the program, it includes a discussion of the elements of volunteer program management. Some of the topics covered are: recruitment, orientation and training of volunteers, supervision, record keeping, evaluation, staff/volunteer relations, and volunteer recognition. The appendices provide a guide for developing volunteer job descriptions, as well as samples of a confidentiality statement, a

request for volunteers information sheet, a volunteer information form, a volunteer time sheet, a recruitment response form, a volunteer job performance review form, a program evaluation and a volunteer satisfaction form.

26. LATHAM, CATHERINE. **The Straight Talk on Boundaries.** Carp, Ontario, Johnstone Training and Consultation Inc. 2000. 49p.  
Managers of volunteers are normally aware of the concept of boundary setting. However, it is often difficult for them to share their awareness of the concept with their volunteers. This book discusses the following topics: defining boundaries; volunteer and boundary issues; how volunteer managers address boundaries effectively with their volunteers; three scenarios of boundary infractions; warning signs that infractions are pending; and how to deal with volunteers who cross the line.
27. LAUTENSCHLAGER, JANET. **Bridges to the Future: Supported Programs for Volunteers with Special Needs.** Ottawa, Ontario, Voluntary Action Directorate of the Department of Multiculturalism and Citizenship. 1992. 38p.  
Aimed primarily at volunteer centres, this text discusses the concept of supported volunteerism and examines factors in the success of programs supporting volunteers with special needs. Chapters 3 and 4 are about the essential skills that managers of volunteers must have in order to recruit, place and retain volunteers with special needs.
28. LAUTENSCHLAGER, JANET. **Volunteering in the Workplace: How to Promote Employee Volunteerism.** Ottawa, Ontario, Voluntary Action Directorate, Department of Canadian Heritage. 1993. 47p.  
Intended for volunteer centres and other voluntary organizations, this guide examines the benefits of employee volunteerism to the community, to the companies and to the employees. The guide is divided into two sections: part 1 looks at employee volunteerism from the perspective of the corporate sector, and part 2 offers suggestions on how voluntary organizations can successfully recruit and integrate employee volunteers.
29. LAUTENSCHLAGER, JANET. **A Springboard to Tomorrow: Creating Youth Volunteer Programs that Encourage the Development of Skills.** Ottawa, Ontario, Voluntary Action Directorate of the Department of Multiculturalism and Citizenship. 1994. 43p.  
Provides information useful to voluntary organizations interested in either developing a youth volunteer program or in integrating more youth volunteers into existing programs. Given the mandate to promote volunteerism at the community level, volunteer centres are the primary target for this publication. A whole chapter is devoted to advice on how young people can develop specific skills that can be transferred to the labour market. The appendices contain an inventory of marketable skills, the skills profile, the volunteer career portfolio and an example of a brochure for recruiting youth.

30. LEE, JARENE FRANCES; CATAGNUS, JULIA M. **What We Learned (the Hard Way) About Supervising Volunteers: An Action Guide for Making Your Job Easier.** Philadelphia, Pennsylvania, Energize Inc. 1999. 155p.  
An informative guide packed with advice from volunteer managers on how to define volunteer work expectations, build relationships, and expand communications. This is a great tool for designing formal training programs.
31. MACKENZIE, MARILYN. **Curing Terminal Niceness: A Practical Guide to Healthy Volunteer/Staff Relationships.** Downers Grove, Illinois, Heritage Arts Publishing. 1990. 32p.  
Discusses how to create a motivating climate and productive partnerships between staff and volunteers. Common trouble spots that usually result in volunteer-staff conflicts are identified and solutions are presented.
32. MACKENZIE, MARILYN; MOORE, GAIL. **The Volunteer Development Toolbox: Tools and Techniques to Enhance Volunteer and Staff Effectiveness.** Downers Grove, Illinois, Heritage Arts Publishing. 1993. 90p.  
This book was developed to help volunteers and staff teach others about the principles and practices of good volunteer management. It is designed to help with training a strong and effective volunteer force. The main topics covered are: developing systems and supports, creative recruitment, making the right match, volunteer assessment and successful volunteer recognition. The forms and worksheets are helpful in enhancing volunteer performance.
33. MACLEOD, FLORA; HOGARTH, SARAH. **Leading Today's Volunteers.** North Vancouver, British Columbia, Self-Counsel Press. 1999. 172p.  
This is a comprehensive guide to volunteer management. It discusses the entire scope of the volunteer management cycle. The subject matter is introduced by discussing volunteerism and the trends affecting it. The author then discusses how to choose the right person for the position of program manager. The subsequent chapters deal with: designing and using volunteer program forms and records, managing volunteer recruitment, interviewing and selecting volunteers, orientation and training, maintaining volunteer commitment, and review and feedback. Sample forms, records and agreements are added features.
34. MOORE, LARRY F., ed. **Motivating Volunteers: How the Rewards of Unpaid Work Can Meet People's Needs.** Vancouver, British Columbia, Vancouver Volunteer Centre. 1985. 264p.  
This collection of articles by well-known writers examines the question of why people volunteer. Its aim is to assist managers of volunteer programs in motivating volunteers by developing interesting, creative and challenging job assignments.
35. MURPHY, SANDRA. **Helping Hands Volunteers: A Model for a Youth Volunteer Program.** St. John's, Newfoundland, Community Services Council Newfoundland and Labrador. 1991. 24p. + appendices.

This manual presents a model of a teen program developed from the very real interest of young people in St. John's. Many of its formal structures, forms and procedures evolved from experiences rather than careful planning and design.

36. MURPHY, SANDRA. **Volunteering for the Future: Developing School Based Volunteer Programs.** St. John's, Newfoundland, Community Services Council Newfoundland and Labrador. 1995. 69p.  
Involving youth in their communities through school-based volunteer programs is a worthwhile investment in the future of young people and society as a whole. This manual discusses the role of the volunteer centre in a school-based volunteer program, compares two models used in schools, and provides steps to developing a successful student volunteer program. The appendices contain a sample budget, job descriptions, policy on screening for staff and volunteers of youth programs, program forms, evaluation forms and sample activities.
37. PERRYMAN, GAVIN. **Management and Leadership Development for Program Coordinators.** Vancouver, British Columbia, Perryman Publications. 1999. 243p.  
Designed as a basic resource for those who are responsible for supervising or coordinating programs and services in voluntary organizations. It provides an overview of the management skills that program coordinators must acquire.
38. POINTS OF LIGHT FOUNDATION. **Developing a Corporate Volunteer Program.** Washington, District of Columbia, Points of Light Foundation. 1993. 46p.  
This is a how-to publication for managers of corporate volunteer programs. It outlines the essential steps of program development which include: setting program goals, developing a program structure, choosing volunteer activities, realizing benefits to the company, developing relevant corporate policies, and conducting evaluations.
39. PORRITT, KRISTEN. **Family Volunteering: The Ties that Bind – an Introduction to Preparing your Agency for Family Volunteers.** Ottawa, Ontario, Department of Heritage, Voluntary Action Program. 1995. 24p.  
This useful booklet is intended to guide organizations through the process of involving family groups in programs and projects. It includes a list of volunteering ideas for families, questions to consider during the practical planning, and a readiness assessment checklist.
40. STALLINGS, BETTY. **Resource Kit for Managers of Volunteers.** [Canadian edition]. Calgary, Alberta, Volunteer Alberta. 1992. Various pagination.  
An invaluable resource kit that serves as a practical guide to the fundamentals of developing a volunteer program. Topics covered are: the manager of volunteers, volunteer program assessment, forms and record keeping, insurance and tax issues, planning and budgeting, volunteer/staff relations, designing volunteer jobs, recruiting, screening and interviewing,

orientation and training, supervision and evaluation, and recognition. Every chapter starts with thought-provoking questions that help the organization detect its strengths and weaknesses. An extensive annotated bibliography of resources is included in the kit.

41. VINEYARD, SUE. **Evaluating Volunteers, Programs and Events Plus Reflection: The Evaluative Component of Service-learning.** Downers Grove, Illinois, Heritage Arts Publishing. 1994. 26p.  
Discusses the step-by-step process of evaluating programs, volunteers and events. Sample evaluation forms are included in the appendix.
42. VINEYARD, SUE; MCCURLEY, STEVE, eds. **Managing Volunteer Diversity: A Rainbow of Opportunities.** Downers Grove, Illinois, Heritage Arts Publishing. 1994. 107p.  
A collection of different articles on how to recruit, motivate, manage, retain, and recognize volunteers from a variety of social, cultural and professional backgrounds, plus a section on volunteer managers as change agents. There is a comprehensive volunteer diversity bibliography at the end of the book.
43. VINEYARD, SUE. **Marketing for Volunteer Managers: Mastering Its Magic in a New Millennium.** Washington, District of Columbia, Points of Light Foundation. 1999. 72p.  
Marketing has become an essential tool for managers of volunteers in their pursuit of effectiveness. In this book, the author discusses the basic marketing principles and the process of marketing.
44. VINEYARD, SUE. **Stop Managing Volunteers!: New Competencies for Volunteer Administrators.** Downers Grove, Illinois, Heritage Arts. 1996. 108p.  
A teaching text and workbook that presents basic information on the essential skills volunteer program managers must develop if they are to succeed in their chosen career. The worksheets help readers transfer learning into specific plans for their own program.
45. VOLUNTEER CANADA. **Safe Steps: A Volunteer Screening Process for Recreation and Sport.** (Written by Brenda Gallagher). Ottawa, Ontario, Volunteer Canada. 1998. 48p.  
This hands-on, practical workbook was developed specifically for people within recreation and sport organizations who are in charge of setting policy or are directly involved with the screening process. As a tool, the workbook is to be used under the guidance of a certified trainer. Following completion of the workbook, participants will learn about the 10-step screening process and how to use a combination of those steps in different situations to ensure the safety of their participants and protect their organization and volunteers.

46. VOLUNTEER CANADA. **Screening in Faith.** Ottawa, Ontario, Volunteer Canada. 1999. Various pagination.  
Provides each faith community with tools to create and maintain a safe environment, to protect those who are to be cared for and to prevent sexual, physical and emotional misconduct from occurring in places of ministry. The workbook provides an effective Ten Steps procedure that begins long before the volunteer is assigned to a task. Invaluable resources such as a sample volunteer application form, a reference check form, and a sample screening policy are added features of the book.
47. VOLUNTEER VANCOUVER. **The Complete Guide to Assessing and Improving Your Volunteer Program.** Vancouver, British Columbia, Volunteer Vancouver. 1995. 46p.  
A comprehensive assessment and planning tool that can be used to examine your volunteer program and adapt strategies in light of the changing volunteer environment. Each chapter of the workbook represents the management and reporting structures, responsibilities and activities surrounding a basic criterion. It also has a “stand alone” capacity to enable a specific aspect of the volunteer program to be examined individually or as a part of an overall picture.
48. VOLUNTEER VANCOUVER. **Resource Kit on Volunteering** (Includes a video “Volunteers Are People Like You” and a guide). Vancouver, British Columbia, Volunteer Vancouver. 1995.  
Designed for youth aged 12 to 19 years, this video is an upbeat introduction to volunteering, featuring local celebrities who talk about their volunteer experiences. The accompanying guide provides the teacher/leader with a variety of activity ideas and handouts designed for a range of skill levels. Also includes a bibliography on youth volunteering.
49. VOLUNTEER VANCOUVER. **Volunteers and the Law: A Guide for Volunteers, Organizations and Boards.** Vancouver, British Columbia, The People’s Law School. 2000. 71p.  
This book provides information that will help volunteers, staff and board members learn about how the law applies to volunteer activities. It introduces some basic legal issues in an easy-to-read format and provides helpful checklists for minimizing and preventing legal liability. The book is divided into five chapters: chapter 1- About the Law; chapter 2- Applying the Law to Volunteer Activities; chapter 3- Legal Issues from the Perspective of Organizations and Staff; chapter 4- Legal Issues for Boards and Directors; and chapter 5- Insurance Issues.
50. VOLUNTEER VICTORIA. **Volunteer Access: A Manual for Special Needs Volunteering.** Victoria, British Columbia, Volunteer Victoria. 1991. 34p.  
In 1990, Volunteer Victoria worked on a project that provided people with disabilities full access to the benefits and rewards of volunteering. This manual describes the specific steps involved in managing a volunteer program for special needs people.

# III - PUBLISHERS, DISTRIBUTORS AND OTHER SOURCES FOR ORDERING BOOKS

## **Energize, Inc.**

5450 Wissahickon Ave., Box C-13  
Philadelphia, PA 19144  
USA  
Telephone: 1-800-395-9800  
Fax: (215) 438-0434  
Web: [www.energizeinc.com](http://www.energizeinc.com)

## **Graff and Associates**

167 Little John Rd.  
Dundas, ON L9H 4H2  
Telephone/Fax: (905) 627-8511  
Email: [ll.graff@sympatico.ca](mailto:ll.graff@sympatico.ca)

## **Heritage Arts Publishing**

8493 Chicory Court  
Darien, IL 60561  
USA  
Telephone/Fax: (630) 910-0095

## **John Wiley & Sons Canada Ltd.**

22 Worcester Rd.  
Etobicoke, ON M9W 1L1  
Telephone: 1-800-567-4797;  
(416) 236-4433  
Fax: 1-800-565-6802; (416) 236-8743

## **Johnstone Training and Consultation Inc.**

1310 Upper Dwyer Hill Rd.  
Carp, ON K0A 1L0  
Telephone: (613) 256-5516  
Fax: (613) 256-0902  
Email: [jtcinc@jtcinc.ca](mailto:jtcinc@jtcinc.ca)  
Web: [www.jtcinc.ca](http://www.jtcinc.ca)

## **Macduff/Bunt Associates**

925 "E" St.  
Walla Walla, Washington 99362  
USA  
Telephone: (509) 529-0244  
Fax: (509) 529-8865  
Email: [mba@bml.net](mailto:mba@bml.net)  
Web: [www.volunteertoday.com](http://www.volunteertoday.com)

## **Points of Light Foundation, Catalog Services**

P.O. Box 79110  
Baltimore, MD 21279-0110  
USA  
Telephone: 1-800-272-8306;  
(703) 803-8171  
Fax: (703) 803-9291  
Email: [catalog@pointsoflight.org](mailto:catalog@pointsoflight.org)  
Web: [www.pointsoflight.org](http://www.pointsoflight.org)

## **Volunteer Calgary - Kahanoff Centre**

Suite 1107-1202 Centre St. SE  
Calgary, AB T2G 5A5  
Telephone: (403) 265-5633  
Fax: (403) 265-8981  
Email: [volunteer@volunteercalgary.ab.ca](mailto:volunteer@volunteercalgary.ab.ca)  
Web: [www.volunteercalgary.ab.ca](http://www.volunteercalgary.ab.ca)

## **Volunteer Canada**

330 Gilmour St.  
Ottawa, ON K2P OP8  
Telephone: 1-800-670-0401; (613) 231-4371  
Fax: (613) 231-6725  
E-mail: [info@volunteer.ca](mailto:info@volunteer.ca)  
Web: [www.volunteer.ca/volunteercanada](http://www.volunteer.ca/volunteercanada)

## **Volunteer Vancouver**

301-3102 Main St.  
Vancouver, B.C. V5T 3G7  
Telephone (604) 875-9144  
Fax: (604) 875-0710  
E-mail: [volvan@volunteervancouver.ca](mailto:volvan@volunteervancouver.ca)  
Web: [www.volunteervancouver.ca](http://www.volunteervancouver.ca)

## IV – PERIODICALS

**Australian Journal on Volunteering.** Bi-yearly. \$A25/year.

Volunteering SA Inc., 220 Victoria Square, Adelaide, South Australia, 5000

Telephone: 618 8221 7177

Fax: 618 8221 7188

Email: sasvm@camtech.net/au

Aims to encourage discussion, debate and research on contemporary issues of importance to volunteering in Australia. The journal has four sections: feature articles on volunteerism, viewpoints, national and international interest and book review.

**Canadian Journal of Volunteer Resources Management.** Quarterly. \$23/year.

1310 Upper Dwyer Hill Rd., R.R. #2, Carp, Ontario, K0A 1L0

Telephone: (613) 256-5516

Fax: (613) 256-0902

This is the only Canadian journal on volunteer resources management. Each issue is devoted to a specific theme: e.g., mandated volunteering, motivation and recognition, etc.

**The Chronicle of Philanthropy.** Bi-weekly except the last two weeks in June and the last two weeks in December. US\$100.63/year.

P.O. Box 1989, Marion, Ohio 43305-1989, USA

Telephone: 1-800-728-2819

Fax: (202) 223-6292

Web: [www.philanthropy.com](http://www.philanthropy.com)

The “newspaper of the nonprofit world,” it publishes articles on volunteerism, philanthropy, nonprofit management, and grants. Has an annual supplement called The Non-profit Handbook that lists books, periodicals, software, Internet sites and other essential resources for non-profit leaders. The handbook has a section on “Volunteers.”

**Front & Centre.** Six times/year. \$59.95/year.

The Canadian Centre for Philanthropy

425 University Avenue, Suite 700, Toronto, ON, M5G 1T6

Telephone: (416) 597-2293

Fax: (416) 597-2294

The “voice of Canada’s charitable and voluntary community,” it publishes articles on volunteerism especially corporate and employee volunteerism.

**Grapevine.** Bi-monthly. US\$25/year.

Volunteer Sales Center, California Association of Hospitals and Health Systems

P.O. Box 340100. Sacramento, CA 95834-0100, USA

Telephone: (916) 928-3950

This newsletter provides the “best of Vineyard” for managers of volunteer programs.

**Journal of Volunteer Administration.** Quarterly. US\$50/year.

Association for Volunteer Administration

P.O. Box 32092, Richmond, VA 23294, USA

Telephone: (804) 346-2266

Fax: (804) 346-3318

Email: [avaintl@mindspring.com](mailto:avaintl@mindspring.com)

Published by the Association for Volunteer Administration, this journal is a blend of scholarly and practical information on volunteerism. It includes profiles of volunteer managers and book reviews.

**Nonprofit and Voluntary Sector Quarterly.** Quarterly. US\$192 institutional rate; US\$70 individual rate + US\$8.00 surface mail or US\$21 airmail + 7% GST.

Sage Publications

2455 Teller Rd., Thousand Oaks, CA 91320, USA

Telephone: (805) 499-0721

Fax: (805) 499-0871

E-mail: [order@sagepub.com](mailto:order@sagepub.com)

Web: [www.sagepub.com](http://www.sagepub.com)

This is an international, interdisciplinary journal of the Association for Research on Nonprofit Organizations and Voluntary Action (ARNOVA). It contains articles that can be perused by volunteer managers.

**Nonprofit World.** Bi-monthly. US\$79/year; Single copies are available, prepaid, at US\$15.

Free to Members of the Society. Organizational Membership: US\$99.

The Society for Nonprofit Organizations

6314 Odana Rd., Suite 1, Madison, Wisconsin 53719, USA

Telephone: (608) 274-9777

Fax: (608) 274-9978

Email: [snpo@danenet.wictp.org](mailto:snpo@danenet.wictp.org)

Web: [www.danenet.org/snpo](http://www.danenet.org/snpo)

Occasionally publishes interesting articles that are of importance to volunteer program managers.

**RCVO Connections.** Quarterly. Free.

Resource Centre for Voluntary Organizations, Grant MacEwan College  
City Centre Campus, Room 5-132, 10700-104 Avenue, Edmonton, AB T5J 4S2

Telephone: (780) 497-5617

Fax: (780) 497-5634

E-mail: RobertsonL@admin.gmcc.ab.ca

Web: www.rcvo.org

Publishes articles on volunteer program management; has a section on “Book Resources” that reviews books of interest to managers of volunteers.

**Vantage Point.** Quarterly. \$15/year; \$20 USA; \$25 Overseas.

Volunteer Vancouver

301-3102 Main St., Vancouver, B.C. V5T 3G7

Telephone: (604) 875-9144

Fax: (604) 875-0710

Email: volvan@volunteervancouver.ca

Web site: www.volunteervancouver.ca

Intended as a medium of communication and information for the nonprofit sector, this newsletter features articles on volunteerism. The “New Information and Resources” section of the newsletter is useful to managers of volunteers who are looking for the latest resources in the field.

**Volunteer Leadership.** Quarterly. US\$32.

The Points of Light Foundation

1400 I St., NW, Suite 800, Washington D.C. 20005, USA

Telephone: (202) 729-8000

This is the US national magazine for leaders in volunteer management. The most valuable sections of the magazine are: the “Workshop” and the “Feature Stories” which highlight successful volunteer programs.

**The Volunteer Management Report.** Monthly. US\$119/year.

Stevenson Consultants

3133 Floyd Boulevard, Sioux City, Iowa, 51104, USA

Telephone: (712) 239-3010

Fax: (712) 239-2166

Web site: www.stevensoninc.com

Full of tips and advice on how to manage, recruit and supervise volunteers.

# V – ELECTRONIC RESOURCES

## **E-newsletters and E-zines That Contain Useful Information On Volunteer Program Management**

CyberVPM weekly e-newsletter: [www.cybervpm.com](http://www.cybervpm.com)

E-Volunteerism: The Electronic Journal of the Volunteer Community:  
[www.e-volunteerism.com/subscribe.html](http://www.e-volunteerism.com/subscribe.html)

VolunteerMatch newsletter: [www.volunteermatch.org](http://www.volunteermatch.org)

Volunteer Today newsletter: [lbunt@bmi.net](mailto:lbunt@bmi.net)

## **Web Sites That List Resources On Volunteer Program Management**

Association for Volunteer Administration: [www.avaintl.org/resources/bibliography.html](http://www.avaintl.org/resources/bibliography.html)

CASANet: <http://www.casenet.org/program-management/volunteer-manage/index.htm>

Charity Village: [www.charityvillage.com/cvhome.html](http://www.charityvillage.com/cvhome.html)

Cyber VPM: [www.cybervpm.com](http://www.cybervpm.com)

Energize, Inc.: [www.energizeinc.com](http://www.energizeinc.com)

National Adult Literacy Database (NALD): [www.nald.ca/fulltext/vomaregu/page75.htm](http://www.nald.ca/fulltext/vomaregu/page75.htm)

Nonprofit Volunteer Resource Center: [www.mapnp.org](http://www.mapnp.org)

Points of Light Foundation: [www.pointsoflight.org](http://www.pointsoflight.org)

Service Leader: [serviceleader.org/](http://serviceleader.org/)

Texas Education Network (TENET): [www.tenet.edu/volunteer/index.html](http://www.tenet.edu/volunteer/index.html)

Volunteer Canada: [www.volunteer.ca](http://www.volunteer.ca)

Volunteer Match: [www.volunteermatch.org](http://www.volunteermatch.org)

Volunteer Today: [www.volunteertoday.com](http://www.volunteertoday.com)

## **Online Discussion Groups for Volunteer Program Managers**

Alberta's Directors of Volunteer Resources discussion group: [www.advr.ab.ca](http://www.advr.ab.ca)

Cybervpm Discussion Group: [cybervpm-subscribe@egroups.com](mailto:cybervpm-subscribe@egroups.com)

SERVEnet site: [www.servenet.org](http://www.servenet.org)

UK Volunteer Program Managers: [www.egroups.com/group/ukvpms](http://www.egroups.com/group/ukvpms)

Volunteer Issues: E-mail: [Listserv@CharityChannel.com](mailto:Listserv@CharityChannel.com)



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