

# Our Voice

## Time Management in Literacy Agencies...



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Your summer break was wonderful! But now you're back at work and you're wondering just what to do with everything that has accumulated. Besides, you promised yourself that, this year, you would get organized. There just never seems to be enough hours in the day to get everything done. And just when you think you've set aside a little time to tackle that pile of reading or update those training plans, a crisis arises that only you can solve.

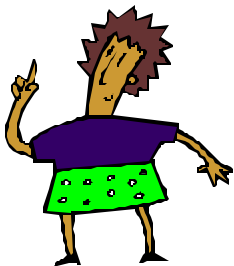
Does this sound familiar? CLO would like to offer a few helpful time management tips. The first thing to remember is that we really can't manage time. It is uncontrollable and "time marches on" with or without us. We can, however, manage ourselves and our use of time. It takes some practice, and you won't accomplish miracles overnight, but we think that if you try just one or two of the following tips, you'll see an improvement.

Ask yourself what is happening around you that might cause you to lose time. Some things might be: interruptions from phone calls or unplanned visitors; meetings; procrastination; crisis management; unclear objectives and priorities; lack of planning; stress and fatigue; inability to say no; and disorganization. Try these simple tips for better time management:

- ⇒ Make effective use of voice mail by returning calls at a scheduled time.
- ⇒ Before agreeing to attend a meeting, ask yourself if it is really a good use of your time. If it's not, send someone else or send your regrets.
- ⇒ If you find yourself photocopying when you should be developing demonstrations, delegate! Make good use of volunteers.
- ⇒ Stop putting things off. Set aside an hour, close your door and get that job finished!
- ⇒ Good planning can help avoid a crisis. Emergencies will come up, but if you plan carefully, you won't find yourself constantly putting out fires.
- ⇒ Set goals! We ask our learners to do this, but we should be doing it too. Be specific. Include timelines and action plans. Carry out those plans!
- ⇒ Clean up your desk. File effectively. Throw unused /unnecessary items out.
- ⇒ Learn to say no. There are plenty of interesting opportunities out there, but you can't be part of every single one of them.
- ⇒ Be kind to yourself! "Down time" isn't a time waster — it is necessary for good mental and physical health.



## The ABCs of Volunteer Recruitment



COMMUNITY LITERACY OF ONTARIO has collected and written up a sampling of techniques used in some of the literacy programs in Ontario to recruit volunteers. Thanks to everyone who submitted a "tip" to CLO!

**A**dvertise! We place advertisements for tutors in community newspapers. (*Georgian Literacy*)

**B**ooks! We donate adult books for new readers to the public library. We place an inscription in the book with the volunteer's name on it. (*Manitoulin Literacy*)

**C**orporations! We get involved with corporations in our area and recruit volunteers from within. (*Muskoka Literacy Council*)

**D**isplays! We place displays about our program in our local library. (*Barrie Literacy Council*)

**E**vents Column! We place a notice of upcoming tutor training workshops in the community events columns of local newspapers. (*Renfrew County Community Upgrading Program*)

**F**armers Market! We have a display at the Farmers Market. (*St. Mary's Adult Learning Program*)

**G**eneral interest workshops! We run a general interest workshop (i.e. birdhouse building) and recruit volunteers from amongst the participants. (*North Frontenac Literacy Program*)

**H**appy volunteers! The best technique is to have our happy volunteers tell their friends & family to volunteer with us. (*Trent Valley Literacy Association*)

**I**nformation Table! We set up an information table at the local mall. (*Timmins Learning Centre*)

**J**oin up! We join local service clubs where we promote our program and recruit new volunteers! (*Literacy Council of South Temiskaming*)

**K**nowledge! We make the time and effort to know our community and where to best recruit volunteers. (*John Howard Society of Victoria/Haliburton/Simcoe/Muskoka*)

**L**ibraries! We place posters in our public library. (*New Leaf Literacy, Sudbury*)



**M**ayor! We enlist the support of our mayor and council members. (*Sturgeon Falls Literacy Alliance*)

**N**ewspaper! We place a "thank-you" advertisement in our local newspaper in the Volunteer Section. (*The Literacy Group of Waterloo Region*)

**O**pen House! We hold open houses in our community. (*Reading Routes, Napanee*)

**P**ortable sign! We intend to hire a portable sign and have it placed on a major intersection. (*Peel Literacy Guild*)

**Q**uestions! We host a question and registration night for learners and volunteers. (*Red Lake Adult Education Centre*)

**R**etirement communities! We have advertised in the newsletters of local retirement communities. (*Literacy Council of South Simcoe*)

**S**pelling Bee! We have local celebrities involved in a spelling bee. This interactive display attracts volunteers. (*Tillsonburg and District Multi-Service Centre*)

**T**elevision! We put "Volunteers Wanted" notices on our local cable television community programming. (*Focus on Learning, Wawa*)

**U**p! We put up help wanted ads at our local community college. (*Tri-County Literacy Council, Cornwall*)

**V**olunteer Centres! We contact our local volunteer centre. (*Stonegate Literacy, Toronto*)

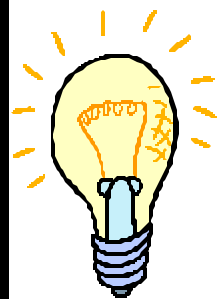
**W**ord of mouth! Word of mouth works best! (*Iroquois Falls Adult Learning Centre*)

**X**erox! We xerox information about our program and post it around the community. (*Lakeshore Adult Literacy Program, Toronto*)

**Y**ou! We use the personal touch to tell people "YOU are wanted as a volunteer." (*Literacy Council of Niagara West*)

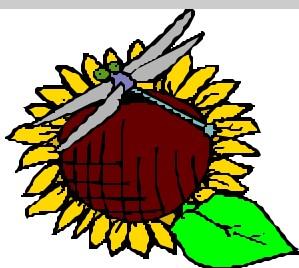
**Z**one! We put advertisements in the "Literacy Zone" of the local library! (*Literacy Program – YMCA of Hamilton/Burlington*)

## The ABCs of Volunteer Recruitment



**CLO 's Board of Directors**

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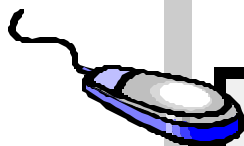
- **Writing, research and desktop publishing by Joanne Kaattari**
- **Proofreading by Irene Wilmot, London Community Schools Association**
- **Circulation by Jette Cosburn**

**Fundraising Realities**

*(Source: Robb Macdonald, MIS Consulting)*

According to a recent article in Canadian FundRaiser, the following are some of the trends to consider for proposal submissions to foundations.

- ⇒ Foundations are overwhelmed with a huge and growing flood of grant applications.
- ⇒ They are turning increasingly to the use of professional staff to process, assess and respond to grant applications.
- ⇒ Their funding policies are becoming much more focused in areas of special interest.
- ⇒ Foundations are emphasizing accountability and outcome evaluation in determining which organizations they will support.
- ⇒ They are giving fewer, but larger grants, and they are no longer trying to satisfy all applicants.
- ⇒ Foundations are demanding that the organizations they fund demonstrate effective governance, capable management, fiscal solvency and careful long-range planning.
- ⇒ They are beginning to look for broad representation on boards including women and minority groups.
- ⇒ Foundations are sharing information with each other about their projects and applicants.
- ⇒ They are increasingly interested in working in coalitions with other granting organizations.
- ⇒ Foundations are interested in project-specific grants, in which they can focus their impact and measure the results.
- ⇒ They expect to be kept informed and up-to-date throughout their involvement.
- ⇒ Foundations are demanding focus in the grant applications they approve; the proposed project must be clearly linked to the organization's mission.



**Community Literacy of Ontario moderates an online discussion group for community literacy agencies on AlphaCom. Over 100 people join in to this active and interesting discussion.**

**Would you like to share information and learn about what other community-based literacy programs are doing?**

**If your answer is yes, come over to AlphaCom and join CLO's "Community Based Literacy"! In recent months, we have discussed bookkeeping systems; learning disabilities; board recruitment; job descriptions; reserve funds; and other issues.**