District/Unit Goodwill Committee

GUIDELINES
(April 2012)

INTRODUCTION
A Goodwill Committee plays a very important role within a District or Unit. A wide variety of acts of **CARING, COMPASSION and CELEBRATION** is performed and varies from District to District. As the District Grants include funding for Goodwill activities (minimum fifty cents per member per year), it is the expectation that at least that amount will be set aside for acts of **CARING, COMPASSION and CELEBRATION**.

With over 67,000 members living from coast to coast (and abroad), it is a challenge for Goodwill Committees to be aware of the current challenges or milestones of ALL individual members; thus, it is important for committees to have in place practices and procedures that will address members’ individual situations.

Personal contact (by way of a telephone call or a visit) is always considered the best kind of Goodwill that can be offered to our colleagues. While the members of a District/Unit Goodwill Committee may provide leadership and direction in this regard, it behooves **any concerned RTO/ERO member to respond when a situation is known**. Individual situations might also be shared with District/Unit Executives when deemed appropriate.

These Guidelines are prepared to assist in making acts of **CARING, COMPASSION and CELEBRATION** “happen” within the Districts and Units of RTO/ERO.
RECRUITMENT and TRAINING of GOODWILL REPRESENTATIVES

- Prepare accurate job descriptions
- Set up a binder, handbook or manual with information for Goodwill representatives. This would include clear guidelines including financial limitations. District/Unit Executive should periodically review their Goodwill guidelines to avoid duplication of effort and to respond to changing circumstances.
- Invite potential Goodwill representatives to lunch or coffee to explain the role
- Use job shadowing, on-the-job training, mentoring system
- Recruitment can be done by a member of the District Executive
- Invite member volunteers and friends to get involved
- Introduce the idea at Retirement Planning Workshops (RPWs)
- Provide some form of appreciation to Goodwill volunteers (for example, luncheon, small gift)
- Prepare protocol for succession
- Recruit via newsletter, phone calls, website, at annual meetings

ORGANIZATION OF GOODWILL WITHIN DISTRICTS

- Use phone list to contact members (suggested: twice a year)
- Ensure cross-District representation
- Organize Goodwill activities/tasks by geographical region
- Distribute tasks (example, by postal code)
- Ensure that appropriate material is forwarded to Goodwill representatives
- Ensure connection between Goodwill and District Executive
- Develop an operations manual for Goodwill activities. It can be part of the information binder mentioned above
- Use computer spreadsheet to keep track of members and activities
- Establish a regular reporting procedure to update the District Executive on the activities of Goodwill representatives

FUNDING

- Ensure easy flow of funding from District Executive to Goodwill
representatives with some flexibility in the budgeting process

- Be clear about limits for specific types of expenditures. In addition to normal items reimbursed (cards, flowers, etc.), the District may consider reimbursing phone charges, parking/travel, Committee meeting expenses, postage and delivery
- Budget funds wisely, using floats and receipts for reimbursement
- Goodwill funds should be expended specifically on the needs of members.

**OBTAINING INFORMATION ON MEMBERS NEEDING ASSISTANCE**

- Publicize the services of the Goodwill representatives and their contact information
- Use an informal network of members
- Call members
- Encourage members to inform District Executive when they become aware that members are in need
- Stay in touch with family members
- Use the list of District members provided by the Provincial Office
- Develop a form to post on District website for members to complete about members in need to be sent directly to the Goodwill representative
- Check newspapers (print or on-line) for information on deceased members
- Print business cards for Goodwill representatives to be distributed to members asking them to be in touch when they become aware of members in need
- Calling all members over 85 to see if they would like a visit
- Reminding members to provide Provincial Office with any change of address/telephone to ensure accuracy of contact information

**SUGGESTIONS FOR ACTIVITIES**

**General**
- Celebrate significant milestones (anniversaries, accomplishments, awards, etc.)
- Remain sensitive to individual preferences
- Personal visitations, Goodwill cards, birthday cards, get well
cards, Christmas cards, flowers (incl. poinsettias). Remember members in times of sickness (hospitalized or not) or other traumatic events in their lives.

- Recognize the contribution or situation of members in District newsletters while respecting their privacy/confidentiality wishes
- Sign guestbook when visiting nursing home/senior residence to leave a record of the visit
- Laying a wreath on behalf of District at Remembrance Day ceremonies
- Creating a “flat” promotional item, easily mailed to members, to promote Goodwill activities
- Social lunches, new retiree lunches and follow-up with those who could not attend
- Taxi (or ride) service provided for seniors unable to get to an event to which they are invited
- Honour Past presidents at Christmas social
- Notelets from Provincial Office can be used to send personal notes, as greetings, as attachment to a gift, to extend get well wishes, to express sympathy or concern
- Maintain a file of RTO/ERO Fact Sheets for information available from Provincial Office of from the members only section of RTO/ERO website
- Maintain seasonal contact with those members who have relocated to other parts of the country, yet maintain their RTO/ERO membership in your District/Unit.

**Senior Seniors**

- Free lunches for members over 85, making sure caregivers or family members feel welcome to accompany them
- Maintain a list of those members requiring Goodwill attention with contact information including their specific needs, with their permission
- Keep track of the shut-ins who cannot attend meetings/event
- Organize a carpool of those willing to offer transportation.
- Maintain updated list of telephone numbers for local community services such as Meals On Wheels, Nursing Homes, Homes for Seniors or other services / facilities operating in the area.
- Provide ongoing support: assist with errands, appointments, with
letter writing or reading; ensure members’ prescriptions/medications are up to date; assist with contacting social service and outreach programs as appropriate.

Bereavement

- Attend the visitation and/or funeral service for the member or family member.
- Provide an honour guard for the visitation and/or funeral service, with the permission of the family.
- Attend or arrange transportation to funeral home with bereaved member if appropriate.
- Send a note of sympathy.
- Make a small donation to the charity of choice in case of a deceased member.
- Make a follow-up visit to bereaved member.
- Establish a common recognition program memorializing all members who pass away: e.g. a community tree-planting program, donation to area library/gallery.
- Alert the Provincial Office to send information to a surviving spouse of a member on the process re: spousal pension, CPP, health benefits coverage, etc.
- Look at change record published in local newsletter in the in memoriam section.

ASSISTANCE FROM THE PROVINCIAL OFFICE

- Provide RTO/ERO Notelets on request.
- Provide Fact Sheets as needed
- Assist with members’ contact information when it does not seem accurate.
Provincial Office Support and Contacts:
1.800.361.9888 or 416.962.9463

- Supplies of Notelets and Certificates of Recognition:
  Kelly MacDonald
  kmacdonald@rto-ero.org; ext. 234

- Fact Sheets
  Valérie Dubail
  vdubail@rto-ero.org; ext. 221

- Lists of Members:
  - Request for list of members:
    Dianne Vezeau
    dvezeau@rto-ero.org; ext. 223

- All other inquiries re Goodwill activities:
  Pauline Duquette-Newman
  pduquette-newman@rto-ero.org; ext. 226