

### **ACTION SPHERE 3: GOVERNANCE AND COMMUNITY LIFE**

*The Centre must be a model of ethical behaviour for its community and help support organisations. It must also be managed democratically, inspired by the best practices that demonstrate the dynamism and vitality of its community life.*

- Sound volunteer management policy
- Code of ethics
- Annual general meeting of members
- Board of directors' meetings
- Detailed annual report
- Work committees
- Communication with members (Inter-Coeurs newsletter)

### **CLIENTELE**

- Volunteers
- Seniors and people with reduced autonomy
- Families experiencing difficulties
- Community organisations

### **WHY VOLUNTEER?**

Because volunteer action:

- Gives you an opportunity to enjoy enriching, enhancing and motivating human experiences
- Gives you a chance to put into practice a particular talent and share it with the community
- Allows you to gain experience in a particular field
- Helps build self-confidence and gain fulfillment by doing something practical
- Helps fulfill the need to belong to a group



## **CENTRE D'ACTION BÉNÉVOLE LE HAUBAN**

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***“Your presence makes  
all the difference in the  
world!”***



## **CENTRE D'ACTION BÉNÉVOLE LE HAUBAN**

***“Alone may be  
faster ...  
But together we  
go farther”***



The Centre d'action bénévole Le Hauban inc., a non-profit organisation recognised as a charity, came into being in 1987. Since then, the Centre has steadfastly promoted volunteer action within the territory it serves – from Anse-à-Valleau to Coin-du-Banc. Its mission is to promote volunteer action in the various areas of human activity and encourage individuals and organisations to address community needs. The Centre fulfills its role through several spheres of action, all of which help improve the quality of life within the community.

## **ACTION SPHERE 1: BUILDING VOLUNTEER AND COMMUNITY ACTION**

*Building volunteer and community action encompasses any action that promotes volunteer activity and supports volunteers in their endeavours.*

### **Promote volunteer activity:**

- Volunteer Action Week
- International Volunteer Day
- Activities to salute volunteers within the community

### **Support volunteers:**

- Recruitment, welcome and referral
- Training and follow-up
- Documentation
- Tools to support volunteers in other organisations



## **ACTION SPHERE 2: COMMUNITY SUPPORT**

*Community support encompasses all actions designed to provide services for individuals and support for organisations.*

### **Services for individuals**

- Identification and analysis of needs
- Referral to resources within the community

### **Transportation assistance**

This is for people 65 and over. Available on an appointment basis only, it involves volunteers taking individuals to their health service appointments. According to our policy, the person receiving the service is accompanied by a volunteer throughout the process until he or she arrives back at home again. This service must be requested 48 hours in advance to allow the Centre to designate a volunteer.

### **Meals on wheels**

This consists of delivering warm and balanced meals to seniors who need them and have asked for them. The meals are bought from a caterer and a team of volunteers delivers them to seniors in their homes once a week.

### **Friendly visits**

This involves visits by volunteers according to a schedule determined in advance with the person receiving the visitor. The goal is to provide moral support to individuals who are isolated physically and/or socially.

## **Community activities**

Depending on available funds, the Centre can organise social activities for seniors to overcome their isolation.

### **Information hub for seniors**

This set of services is provided to help seniors find and understand government information and other material that will help them improve their quality of life and make sure their rights are respected. Examples include helping them fill out forms, doing what is needed to obtain certain income tax credits, providing referrals for home care, etc.

### **Income tax return preparation by volunteers**

A team of volunteers trained for this purpose completes income tax returns for some low-income individuals and families if they meet the Centre's established eligibility criteria.

### **Support for organisations**

- Consultation
- Training
- Commissioner of Oaths
- Technical support
- Visibility and promotion
- Volunteer referrals

