



Diocese of New Westminster
ANGELICAN CHURCH OF CANADA

A PARISH TOOLKIT
FOR SERVING THE COMMUNITY
AND THE WORLD



2010



A Parish Toolkit for Serving the Community and the World is presented by the Stewardship & Gift Development Committee as part of the of the Diocese of New Westminster's *Road to 2018* series. It was issued in October 2010 for the *Serving Our Streets Seminar & Rally* workshop held at Holy Trinity Cathedral, New Westminster, BC.

A Parish Toolkit for Serving the Community and the World

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"*A Simple Process for Getting Started*", page 5, by Alan Roxburgh.
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SERVING...

JESUS CALLS US INTO CREATIVE LOVING RELATIONSHIPS...

Jesus, in Luke 22.27, asks the question: "For who is greater, the one who is at the table or the one who serves? Is it not the one at the table? But I am among you as one who serves."

In serving we are more like Jesus. In fact we are doing exactly what God intended us to do. Jesus says,

³⁴Then the king will say to those at his right hand, "Come, you that are blessed by my Father, inherit the kingdom prepared for you from the foundation of the world; ³⁵for I was hungry and you gave me food, I was thirsty and you gave me something to drink, I was a stranger and you welcomed me, ³⁶I was naked and you gave me clothing, I was sick and you took care of me, I was in prison and you visited me." ³⁷Then the righteous will answer him, "Lord, when was it that we saw you hungry and gave you food, or thirsty and gave you something to drink? ³⁸And when was it that we saw you a stranger and welcomed you, or naked and gave you clothing? ³⁹And when was it that we saw you sick or in prison and visited you?" ⁴⁰And the king will answer them, "Truly I tell you, just as you did it to one of the least of these who are members of my family, you did it to me." Matthew 25:34-40.

WE ARE SENT...

The very idea of mission and being in the neighbourhood and the world is what Jesus calls us to do:

After this the Lord appointed seventy others and sent them on ahead of him in pairs to every town and place where he himself intended to go. He said to them, "The harvest is plentiful, but the laborers are few; therefore ask the Lord of the harvest to send out laborers into his harvest. Go on your way. See I am sending you out like lambs into the midst of wolves. Carry no purse, no bag, no sandals; and greet no one on the road. Whatever house you enter, first say, "Peace to this house! And if anyone is there who shares in peace, your peace will rest on that person; but if not, it will return to you. Remain in the same house, eating and drinking whatever they provide, for the laborer deserves to be paid. Do not move about from house to house. Whenever you enter a town and its people welcome you, eat what is set before you; cure the sick who are there, and say to them, "The kingdom of God has come near to you." But whenever you enter a town and they do not welcome you, go out into its streets and say, "Even the dust of your town that clings to our feet we wipe off in protest against you. Yet know this: the kingdom of God has come near." I tell you, on that day it will be more tolerable for Sodom than for that town. Luke 10:1-12

STRENGTHENING COMMUNITIES...

In serving our communities we work with our neighbours to solve common problems and achieve common goals.

OFFERING HOSPITALITY...

In offering hospitality in our communities, we welcome the stranger (see Matthew 25:35).

EMPOWERING INDIVIDUALS...

In feeding the hungry, quenching thirst, clothing the naked, visiting the sick or imprisoned, we live in compassion with our neighbours.

DISCIPLES IN THE WORLD...

As Good Stewards we say "I believe..." and we live into our belief in the world. A central element of our Christian life is service to each other, to friends and the stranger, in the church and in the world. Jesus emphasizes it many times in the Gospels.

Our Primate, Fred Hiltz speaks often about the five marks of mission in the Anglican Communion. These are all about service: witnessing to God, nurturing our brothers and sisters in Christ, meeting human needs, seeking justice in society, caring for creation and living in sustainable ways.

Anglicans serve God's mission in the world in many ways by nurturing and caring for others through many forms of service. Service and mission are strengths of the Church which offer a pathway through which you can journey as a Good Steward.

A Simple Planning Process for Getting Started

(By Alan Roxburgh)

Get clear about what you want to do:

1. Why is this 'experiment' important for you/your church?
2. What impact might it have in the community?
3. How are people currently dealing with this?
4. What might be preventing us from doing it (the major barriers)?
5. What data/information will we need?
6. What is a two sentence description of our experiment?

Determine the best option:

1. What are some ways we can do this?
2. Take time to 'brainstorm' possible options.
3. Talk to others about possible ways of doing this.
4. What are other people doing in the community that might give you a sense of how to go about this?
5. Create a list of possible ways of going about this.
6. On the basis of this list what option is emerging as the best?
7. Develop the details:
 - a. Who will be involved?
 - b. What will we be doing?
 - c. How can it be done?
 - d. What resources will we need?
 - e. What are the timelines?
 - f. What resources will be required?

Communicating about what we are doing:

1. What do we need to communicate to people in the church/community about what we are doing?
2. What are the key questions people will ask?
3. What are the most helpful forms of communication for people?
4. What does our key message need to be?

Going Forward:

This kind of engagement with our communities can take us on a wonderful journey of discovery into our ever changing neighbourhoods. On this journey you will learn from each other in your parishes. At the same time we all meet new challenges, questions, obstacles that need to be figured out along the way. These are times when it's good to be able to talk with someone outside your group who can listen, help you to ask new questions and suggest fresh ways of working forward. This is all about learning from one another across the Diocese, of becoming partners together in a journey and adventure where we're all learning, stretching and discovering.

The Diocese wants to be a part of this journey with you; we want to find ways of connecting you with others and getting you into conversation with others who can be those listeners, askers of questions and pointers along the way.

Here is how we are planning to do that.

MISSION. As Anglicans in the Diocese of New Westminster, we are guided in our mission and ministry work by Plan 2018. It is the strategic plan that was adopted by Synod and is now being implemented. The mission statement adopted as part of the plan is:

*Growing Communities of Faith in Jesus Christ
to Serve God's Mission in the World*

PRIORITIES. The 2018 Plan outlines the ten priorities or new directions that, as a diocesan family, we are travelling together:

1. Nurturing Spiritual Journeys
2. Supporting Christian Education
3. Deepening Anglican Understanding
4. Renewing Anglican Worship
5. Caring for God's Earth
6. Nurturing the Parish Community
7. Building a Community of Parishes
8. Participating in our Local Communities
9. Cultivating Inter-faith Understanding
10. Addressing Issues of Poverty

FIVE MARKS OF MISSION. The world-wide Anglican Communion has adopted the Five Marks of Mission and these are helping us to understand what it means to be growing communities of faith in Jesus Christ while serving God's Mission in The World.

1. To proclaim the Good News of the Kingdom
2. To teach, baptise and nurture new believers
3. To respond to human need by loving service
4. To seek to transform unjust structures of society
5. To strive to safeguard the integrity of creation and sustain and renew the life of the earth

RESOURCES. The diocese offers many resources for parishes as they move back into the neighbourhood. The search is underway for a new *Director of Mission & Ministry Development* and the MAP team has been expanded. Diocesan Standing Committees such as Stewardship & Gift Development, the Communications Committee and others are available to provide support, networking and training to parish leaders as service plans are developed.

There are many resources available online at the diocesan website which is located at: www.vancouver.anglican.ca.

PREPARING TO SERVE...

Religion that is pure and undefiled before God, the Father, is this: to care for orphans and widows in their distress, and to keep oneself unstained by the world.

James 1.27

Whether you act individually or in a group, one of the very first things to do is to find your passion.

- What is it that you and/or the group really care about?
- What issue or situation in the community or your neighbourhood that you have observed deeply concerns you?
- Is this something you can address alone or will you need to find others who share your passion to work towards a solution together?
- How much of your time, talent and treasure are you prepared to commit to resolving the concerns you have?

Use this table to identify concerns that you care deeply about in your community. Give some thought to which one is the most pressing and whether you can act individually or in a group. Identify what resources might be needed, and the next steps you can take.

Concern	Priority	Self/Group	Resources		Next Steps
			Time	Talent Treasure	

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STEPS TO AN EFFECTIVE SERVICE PLAN...

Every SERVICE PLAN or event has some common steps. The steps are noted below and are expanded in the following pages.

- Learning
- Designing
- Connecting
- Volunteering
- Implementing
- Resolving
- Communicating
- Evaluating
- Ending

This publication is a guide only. For more help with planning and implementing service plans and events, see the brief bibliography of texts that could be consulted for further information.

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LEARNING...

By assessing the neighbourhood, you learn who lives there, how they live, whether there are any existing conflicts, and what resources will be needed to build and support a service plan in this setting.

Once stakeholders have been identified (and remember that you will constantly encounter new ones; this is not a static process), it is important to consider what their interests are in the project and how much they might like to be involved.

Ask a series of questions to assess how important the service plan might be to each stakeholder, what conflicts might exist between stakeholders, other initiatives that may compete with or complement your service plan, and also how much stakeholders might want to participate.

Understanding how stakeholders relate to each other will also help in understanding the web of relationships in the neighbourhood. You need to consult often, listen to all who want to be heard, *and* listen more than you talk.

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DESIGNING...

There are six key elements to designing your service plan:

- VISION: Defines objectives, values, and principles
- MISSION: Describes what is going to be done and why it is going to be done
- OBJECTS: Describes the results to be achieved in the medium to long term
- STRATEGIES: Describes the means by which the objectives will be achieved
- GOALS: Lists the measures to be achieved
- PROGRAM: Prepare the implementation plan for the program itself.

Here are some tips to help you plan.

START EARLY. Make sure that you allow ample time to develop, organize, and carry out your plan. Come up with timelines and stick to them. Remember to take into account the breaks such as Christmas, Hanukkah, Ramadan, New Year's, etc., because people often are unavailable during those times. Make a checklist of everything you need to do.

SET REALISTIC GOALS. Volunteers and partners feel better about giving their time and resources when they see results. A small service plan that effectively gets things done is better than a poorly run, large-scale plan.

BUILD RELATIONSHIPS. A service plan is a great way to introduce your organization and your mission to potential partners and sponsors. Schools, area businesses, other parishes or congregations, and local government agencies make natural partners. So do volunteer centers and local service clubs. By joining with others, you'll increase the size and impact of your plan.

INVOLVE YOUR PARTNERS. Partners, sponsors, and members of the community should be included in the planning and implementation of your plan from the start. Don't just ask for their time, money, or products — seek their input. Make sure you clearly define responsibilities and roles. Spread the work and the fun among your partners.

BE INCLUSIVE. Service plans are a great way to reach out across neighborhoods and socioeconomic divides. Try to involve everyone in the community — young and old, rich and poor, people of differing faiths, races, and ethnic origin. Invite young people who are served by community programs to give back through service. Ask those in public housing and in shelters to lend a hand in their own communities.

CHOOSE CAREFULLY. Try to accomplish something meaningful to the community. If your plan is important to your community, then potential partners, volunteers and sponsors will want to help. Try to tackle projects that would not get done without the added energy of volunteers.

CONNECTING...

It is important to build and maintain good relationships between all stakeholders, such as government, community members, company representatives, and local organizations. Relationships are the foundation of all cooperative activities.

These steps will help in your search for new relationships:

STEP 1: Based on existing knowledge of stakeholders, develop a list of all possible community development partners.

STEP 2: Identify where particular partners have a leadership role in specific initiatives and where initiatives fall outside a given partner's mandate, interest, or sphere of influence.

STEP 3: Identify where partners have shared mandates, interests, and influence over possible initiatives. Make a list of potential partners identified as having common interests and capacities with your organization.

- Organizations with similar missions
- Local businesses and unions
- Schools, colleges and universities
- Other faith-based organizations
- Community media (radio, TV, newspapers, web media)
- Government (municipal, regional, provincial, federal)

STEP 4: List the strengths, weaknesses, opportunities and threats of potential partners.

STEP 5: Approach potential partners with a view to reaching agreement about shared initiatives you might develop through partnerships.

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VOLUNTEERING...

Almost all service plans rely on volunteers to achieve their goals. How you manage your volunteers will play a large role in determining whether you succeed — and whether your organization will be able to build long-term relationships with a new group of volunteers. Here are some tips for managing volunteers effectively:

ACTIVELY RECRUIT. Volunteers don't just show up — you need to put in the effort to actively recruit them. Be sure to sign people up in advance and to keep in touch with them.

RECRUIT EARLY. Sign up volunteers well in advance so you can get a good sense of the scope of your plan and the kinds of support staff, equipment, food, and other materials you will need. Reach out to partners and other local institutions as part of your recruitment effort.

TRAINING. Write descriptions for the work volunteers will do and make sure that they are understood. Spend time with each volunteer to ensure that they have the skills required to be successful when they volunteer.

SEEK OUT DIVERSITY. Try to attract as large and varied a group of volunteers as possible.

COLLECT CONTACT INFORMATION. Have potential volunteers fill out a basic sign-up sheet that includes their name, address, phone number(s), e-mail address, and any special skills they may have.

USE TEAM LEADERS. Many service plans benefit from having trained "team leaders", volunteers who manage groups of about 10 to 15 volunteers each. In addition to managing the workday, team leaders often orient volunteers, conduct reflections about the day of service, and distribute evaluations.

TREAT YOUR VOLUNTEERS WELL. Check in often to see how volunteers are doing. Distribute evaluation forms so the volunteers can give you feedback on how to improve their experience in the future.

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IMPLEMENTING...

Plans need to be realistically resourced and scheduled with people taking responsibility for implementing them. Plans are just pieces of paper until they are put into motion.

For every service plan, its implementation depends on the following steps:

1. Develop a list of activities necessary to achieve each objective
2. Assign activities to staff and/or volunteers and supervisors
3. Develop criteria for monitoring and evaluation
4. Determine the timelines for completion
5. Allocate resources necessary
6. Implement activities
7. Monitor and evaluate
8. Celebrate successes!

WORK OUT A DETAILED SCHEDULE. If appropriate, set up a detailed schedule of steps or activities. A detailed schedule will help you coordinate the plan. Use checklists for individual volunteer assignments.

DEVELOP ALTERNATIVES. Think about the plan from all angles. Watch for points of conflict or where problems might arise. Aim to develop alternatives or back up plans you could implement if something doesn't work out the way you hoped it would.

MAKE CHECKLISTS. Organize a list of who is responsible for what and how to contact them, and distribute it to team leaders, site managers, hosts, and volunteer coordinators. This will keep everyone informed and on the same page about expectations, roles, and responsibilities.

PREPARE FOR THE UNEXPECTED. You can't be too prepared! Develop contingency plans.

- Know where the nearest emergency facilities are located.
- Make sure you have a first aid kit, and someone trained to use it, at each site.
- Have a plan for early or late arriving volunteers, low or high volunteer turnout, weather contingencies, and what to do if you don't complete your work.

DOCUMENTATION. Keep records, quotes, and photos etc. as you implement your service plan. They will come in handy as you plan and promote future service plans.

RESOLVING...

Problems can arise and you need to be ready to deal with conflict around decisions and actions that people take. Don't let things get out of hand – act as soon as you become aware of a problem to resolve service plan and personnel conflicts.

Conflict resolution skills help to resolve personal differences and create possible solutions. Here are some strategies to consider when sorting out conflicts.

1. *Win-Win Approach*: Try to turn the conflict from adversarial attack and defense, to cooperation.
2. *Creative Response*: This approach strives to turn a problem into an opportunity.
3. *Empathy*: Active listening can develop rapport and openness between people.
4. *Appropriate Assertiveness*: Being able to state your case without arousing the defenses of the other person.
5. *Co-operative Power*: Reframe resistance to focus on positive possibilities.
6. *Managing Emotions*: Sort out your own feelings by determining why you are upset, what you want to change and what you need to solve the problem. Try to figure out what the unspoken issues or message might be that is causing your anger.
7. *Managing Emotions*: Figure out why others are angry or upset. What are their needs for belonging, self-esteem, protection? Aim to stop the negative spiral before the project suffers irreversible damage.
8. *Willingness to Resolve*: Does the situation inform or inflame? Are there projection or persona and shadow issues that need to be acknowledged and addressed?
9. *Mapping the Conflict*: Sketch out the information you gather for the issue for each person affected: name them, their needs and fears.
10. *Development of Options*: Use clarifying tools, generating tools (brainstorming, consensus, lateral thinking), negotiating tools and selection tools (is it win/win; does it meet everyone's needs; it is feasible and fair; does it solve the problem; does one option work or do we need to try several?).

NEGOTIATING... try to be:

1. Hard on the problem and soft on the person.
2. Focus on needs, not positions
3. Emphasize common ground
4. Be inventive about options
5. Make clear agreements

COMMUNICATING ...

It is important to plan your communications for your service plan. Poor communications inevitably leads to misunderstanding or conflict and results in a lack of support for what you are trying to do.

Communicate with every person and group in your parish and neighbourhood that may have a stake in the project. Keep them informed on a regular basis of what you are doing and keep the feedback loop open. Provide opportunities to listen rather than talk.

When you are communicating personally, it is important to:

- Face the person you are listening to and speaking to
- Open your posture
- Lean towards the speaker
- Maintain eye contact
- Relax while being attentive
- Paraphrase – to test your understanding of what you heard
- Clarify – to bring material into sharper focus
- Perception Check – to test your perceptions
- Summarize – to gather up and close the conversation

TELL US YOUR PLANS. E-mail gmitchell@vancouver.anglican.ca at the Diocese of New Westminster or call him at (604) 684-6306 (ext. 218) to tell us about your service plans. We will spread the word about your event around the diocese and beyond if appropriate.

REACHING OUT... TO THE MEDIA

CALL RANDY MURRAY. The Communications Officer at the Diocese of New Westminster can assist you with your project or event communications. Call (604) 684-6306 (ext. 223) or email him at rmurray@vancouver.anglican.ca.

Advance coverage in local media outlets will draw attention to your event and attract additional volunteers. Media coverage on the day of the event can heighten participation, volunteer satisfaction and ensure the success of future plans.

Using the media effectively is an excellent way to promote your service plan and educate the public about your organization's mission. By putting effort into media outreach, you can reach thousands of people in an instant. That publicity can help you recruit new volunteers, attract potential funders, recognize hard-working volunteers, and develop media relationships that will help you in the future.

Download "Help on how to Publicise your Parish" from the diocesan website, located in the Downloads Section: RESOURCES-DOWNLOADS, then select Communications.

CHOOSING...SOME IDEAS FOR SERVICE

There are many paths to service in the community, either locally or globally. The ideas below are just that: ideas. You will no doubt think of many more possibilities that fit the needs and context of your community. Many will require careful research and planning, determined leadership, local or distant partnerships, financial resources, dedicated volunteers etc. to be successful. Initiatives may be for a day or many years – the scope is quite vast. Others can be very simple, something you could decide to do yourself. Ultimately, serving the community is an individual decision and the choice about the scale of commitment and effort will vary depending on the degree to which you find others who share your passion.

Bake bread for distribution to those in need
Build a playground
Build interfaith bridges in your neighbourhood
Cheer up a sick person with a visit or phone call
Clean a beach
Clean up a vacant lot near you, or your block
Clean up after a natural disaster
Collect aluminum cans and donate the money to a charity
Collect clothing, canned goods for those who have needs
Collect grocery coupons for use by a local food bank
Collect toys for children in hospitals
Community Meal Program
Coordinate a neighbourhood watch
Create an oral history for your neighbourhood
Do chores for the elderly
Donate art supplies to schools in your neighbourhood
Drive seniors to appointments
Establish a relationship with a parish in another country
Help out at a local community centre
Host a coffee party to welcome a new neighbour to the neighbourhood
Knit toques for Mission to Seafarers
Make care packages to hand out to homeless people
Make first aid kits for homeless shelters
Make 'I care' kits with combs, toothbrushes, shampoo etc. for homeless people
Mow the lawns or care for the gardens of a neighbour away on vacation, or ill
Open the church for public use
Organize a Health Fair
Organize a mission trip to a foreign country to build homes, etc.
Organize a sponsorship for a student at Vancouver School of Theology
Organize an after school basketball league
Organize an issues forum for candidates during local elections
Partner with a homeless shelter
Practice random acts of kindness
Read books, newspapers or magazines to a child, a visually-impaired person or an older neighbour
Run or walk in a charity race with friends
Set up a food bank depot
Set up a visiting program at a Seniors Home
Start a "Campership" fund at your church for Camp Artaban
Start a Refugee Sponsorship program at your church
Surprise your neighbours and offer to babysit a child, relative or friend
Welcome new immigrants into your neighbourhood with care packages
Welcome the stranger as a volunteer at the Mission to Seafarers

READING...A BIBLIOGRAPHY

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