

People connecting people...

CONNECT PG HANDBOOK

NOVEMBER 1, 2015



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COMMUNICATION & RESOURCE GUIDE  
HANDBOOK

PRESENTED BY: CONNECT PG STEERING COMMITTEE

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## Welcome to ConnectPG

We would like to give a warm welcome to our new Connector Program participants. Thank you for your commitment to our mission; for being part of this wonderful community enhancement project; and for your belief in the positive impact that it provides. We hope you enjoy the experience and that you gain something valuable for your efforts! ConnectPG's mission is to showcase our wonderful community through the sharing of valuable networks. At the heart of this mission stands a welcoming community full of willing and eager participants, much like yourself, with the desire to share their personal networks to help newcomers work toward overcoming challenges and nurture a sense of belonging amongst newcomers to Prince George. Access to a Connector can be the difference between a Newcomer settling in our community or moving away. The lack of a personal introduction to the community's wonderful resources and attributes can be the reason that prevents our community from reaching its full potential. For that reason, we are thrilled by the response of the community to our call for Community Connectors and Newcomer Applicants. The ConnectPG Team is always here to support you, so during the program, please do not hesitate to contact one of the Committee Team Members for any questions or concerns.

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Ryan Beer, Project Lead

Laurie Dillman, Project Lead

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## About the Program

The idea for ConnectPG was introduced in a small meeting between Mark Wessner, Ryan Beer, and Laurie Dillman early in 2015 where the following question was proposed:

“How can we help Newcomers feel like they belong and want to contribute to our wonderful community?”

As a new program we are excited for what is to come and we're happy to count you as part of this group. Our Connector Program encourages people to explore the community, but not alone, with the help of someone like yourself who understands Prince George and everything that it has to offer. The ConnectPG Program provides a unique opportunity to:

- Create opportunities to connect Newcomers and existing community members of Prince George and monitor and support the relationship to create the best possible outcomes.
- Build Human Capacity in our community.
- Utilize Volunteer talent to support new community members.
- Individualize learning and growth.
- Promote diversity and community sustainability.

How Does the ConnectPG Program work?

The ConnectPG Program runs continuously throughout the year. The Program pairs Newcomers based on their interests and goals and the Connector's ability to support these interests. Pairs meet once to gather information and get to know each other before any community connections are made. Through this initial conversation the Community Connector will choose 3 of his acquaintances to introduce to the Newcomer within a 3 month time period. In this manner Newcomers to Prince George will have the opportunity to grow their personal network with up to 12 new connections. Connections can be to people, places, or even events which is decided together at the initial meeting. Connectors commit to a minimum of 4 sets of connections within a 12 month period, however they are only committing to make one set of connections at a time, and are not to be expected to offer more. All parties are encouraged to join ConnectPG for informal celebrations held occasionally to showcase the success of the program.

## The ConnectPG Experience

### Role of the Connector:

A Community Connector is a kind and friendly individual who freely donates his or her time to introduce Newcomers into our community. An applicant is willing to meet new people and learn about the community in order to make new friends and gather new information that will help them feel like positively contributing to the growth of the community. Although it would be wonderful for both parties to develop a friendship, this may not always be the case and is also not an expectation of this program; just a wonderful benefit if it happens.

The Program pairs Newcomers with Connectors through a general interest matching process. The Connector's role is to lead the relationship; provide connections; and to manage the meetings with the Newcomer. A Connector is not meant to act as a job coach, advisor, or someone who gives their professional services for free. They cannot be asked on any occasion to provide a job, money or personal counselling by a Newcomer.

### Role of the Newcomer:

A Newcomer is someone who has recently moved to Prince George (within 3 months) and is looking to expand their network and become more involved in the community. A Newcomer's role is to be open to meeting with a Connector to learn about the community through personal community connections.





## Introduction Meeting Vital Elements

Successful Connectors provide meaningful and timely introductions for Newcomers according to their own values. The emphasis is on supporting the initial information requirements of the Newcomer. For example: social interests such as; art, sports, food etc. Therefore, it is important for the Newcomer to be adequately prepared for the introductory meeting. Included in this program guide are templates to assist your networking relationships.

When setting up a time to meet, try to arrange for a place that is quiet and where both parties will feel comfortable during the meeting. Some suggested meeting places are: coffee shop, office, home, college or university common areas, park, or a community recreation center.

Once you agree on a meeting time, try to keep that time. If one party has to reschedule a meeting, be sure to respect the other party's time by giving as much notice as possible.

Tip: Let the other party know the best way for them to contact you in case you need to reschedule.



## Prepare for the Introduction Meeting

| <b>Goal Setting Sheet</b>   |
|---|
| 1. What information, event or organization are you looking to learn about?    |
|   |
|   |
|   |
| 2. To me, a successful relationship with my Connector/Newcomer looks like.... |
|   |
|   |
|   |
| 3. What are your personal hobbies and areas of interest?                      |
|   |
|   |
|   |
| 4. Are there any organizations that you would like to be connected with?      |
|   |
|   |
|   |
| 5. Please add any other additional information you feel is relevant.          |
|   |
|   |
|   |







## Meeting Agenda

**Date:** \_\_\_\_\_

**Time:** \_\_\_\_\_

**Location:** \_\_\_\_\_

**Meeting Rescheduled:** yes \_\_\_\_\_ no \_\_\_\_\_

**Further meetings Scheduled:**

**Date:** \_\_\_\_\_

**Time:** \_\_\_\_\_

**Location:** \_\_\_\_\_

**Comments:** \_\_\_\_\_

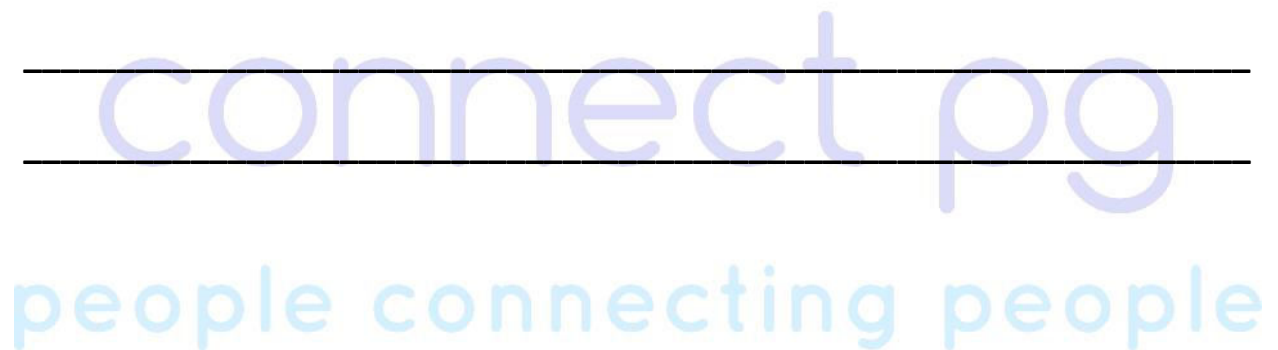
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\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



### Calendar for year 2016 (Canada)

|         |     |     |     |     |    |    |          |     |     |     |    |    |    |           |     |     |     |     |    |    |
|---------|-----|-----|-----|-----|----|----|----------|-----|-----|-----|----|----|----|-----------|-----|-----|-----|-----|----|----|
| January |     |     |     |     |    |    | February |     |     |     |    |    |    | March     |     |     |     |     |    |    |
| Su      | Mo  | Tu  | We  | Th  | Fr | Sa | Su       | Mo  | Tu  | We  | Th | Fr | Sa | Su        | Mo  | Tu  | We  | Th  | Fr | Sa |
|         |     |     |     |     | 1  | 2  | 1        | 2   | 3   | 4   | 5  | 6  |    |           | 1   | 2   | 3   | 4   | 5  |    |
| 3       | 4   | 5   | 6   | 7   | 8  | 9  | 7        | 8   | 9   | 10  | 11 | 12 | 13 | 6         | 7   | 8   | 9   | 10  | 11 | 12 |
| 10      | 11  | 12  | 13  | 14  | 15 | 16 | 14       | 15  | 16  | 17  | 18 | 19 | 20 | 13        | 14  | 15  | 16  | 17  | 18 | 19 |
| 17      | 18  | 19  | 20  | 21  | 22 | 23 | 21       | 22  | 23  | 24  | 25 | 26 | 27 | 20        | 21  | 22  | 23  | 24  | 25 | 26 |
| 24      | 25  | 26  | 27  | 28  | 29 | 30 | 28       | 29  |     |     |    |    |    | 27        | 28  | 29  | 30  | 31  |    |    |
| 31      |     |     |     |     |    |    |          |     |     |     |    |    |    |           |     |     |     |     |    |    |
| 2:      | 9:  | 16: | 23: | 31: |    |    | 8:       | 15: | 22: |     |    |    |    | 1:        | 8:  | 15: | 23: | 31: |    |    |
| April   |     |     |     |     |    |    | May      |     |     |     |    |    |    | June      |     |     |     |     |    |    |
| Su      | Mo  | Tu  | We  | Th  | Fr | Sa | Su       | Mo  | Tu  | We  | Th | Fr | Sa | Su        | Mo  | Tu  | We  | Th  | Fr | Sa |
|         |     |     |     |     | 1  | 2  | 1        | 2   | 3   | 4   | 5  | 6  | 7  |           |     |     | 1   | 2   | 3  | 4  |
| 3       | 4   | 5   | 6   | 7   | 8  | 9  | 8        | 9   | 10  | 11  | 12 | 13 | 14 | 5         | 6   | 7   | 8   | 9   | 10 | 11 |
| 10      | 11  | 12  | 13  | 14  | 15 | 16 | 15       | 16  | 17  | 18  | 19 | 20 | 21 | 12        | 13  | 14  | 15  | 16  | 17 | 18 |
| 17      | 18  | 19  | 20  | 21  | 22 | 23 | 22       | 23  | 24  | 25  | 26 | 27 | 28 | 19        | 20  | 21  | 22  | 23  | 24 | 25 |
| 24      | 25  | 26  | 27  | 28  | 29 | 30 | 29       | 30  | 31  |     |    |    |    | 26        | 27  | 28  | 29  | 30  |    |    |
| 7:      | 14: | 22: | 29: |     |    |    | 6:       | 13: | 21: | 29: |    |    |    | 4:        | 12: | 20: | 27: |     |    |    |
| July    |     |     |     |     |    |    | August   |     |     |     |    |    |    | September |     |     |     |     |    |    |
| Su      | Mo  | Tu  | We  | Th  | Fr | Sa | Su       | Mo  | Tu  | We  | Th | Fr | Sa | Su        | Mo  | Tu  | We  | Th  | Fr | Sa |
|         |     |     |     |     | 1  | 2  | 1        | 2   | 3   | 4   | 5  | 6  |    |           |     |     | 1   | 2   | 3  |    |
| 3       | 4   | 5   | 6   | 7   | 8  | 9  | 7        | 8   | 9   | 10  | 11 | 12 | 13 | 4         | 5   | 6   | 7   | 8   | 9  | 10 |
| 10      | 11  | 12  | 13  | 14  | 15 | 16 | 14       | 15  | 16  | 17  | 18 | 19 | 20 | 11        | 12  | 13  | 14  | 15  | 16 | 17 |
| 17      | 18  | 19  | 20  | 21  | 22 | 23 | 21       | 22  | 23  | 24  | 25 | 26 | 27 | 18        | 19  | 20  | 21  | 22  | 23 | 24 |
| 24      | 25  | 26  | 27  | 28  | 29 | 30 | 28       | 29  | 30  | 31  |    |    |    | 25        | 26  | 27  | 28  | 29  | 30 |    |
| 31      |     |     |     |     |    |    |          |     |     |     |    |    |    |           |     |     |     |     |    |    |
| 4:      | 11: | 19: | 26: |     |    |    | 2:       | 10: | 18: | 24: |    |    |    | 1:        | 9:  | 16: | 23: | 30: |    |    |

| October |    |    |    |    |    |    | November |    |    |    |    |    |    | December |    |    |    |    |    |    |
|---------|----|----|----|----|----|----|----------|----|----|----|----|----|----|----------|----|----|----|----|----|----|
| Su      | Mo | Tu | We | Th | Fr | Sa | Su       | Mo | Tu | We | Th | Fr | Sa | Su       | Mo | Tu | We | Th | Fr | Sa |
|         |    |    |    |    |    | 1  |          |    | 1  | 2  | 3  | 4  | 5  |          |    |    |    | 1  | 2  | 3  |
| 2       | 3  | 4  | 5  | 6  | 7  | 8  | 6        | 7  | 8  | 9  | 10 | 11 | 12 | 4        | 5  | 6  | 7  | 8  | 9  | 10 |
| 9       | 10 | 11 | 12 | 13 | 14 | 15 | 13       | 14 | 15 | 16 | 17 | 18 | 19 | 11       | 12 | 13 | 14 | 15 | 16 | 17 |
| 16      | 17 | 18 | 19 | 20 | 21 | 22 | 20       | 21 | 22 | 23 | 24 | 25 | 26 | 18       | 19 | 20 | 21 | 22 | 23 | 24 |
| 23      | 24 | 25 | 26 | 27 | 28 | 29 | 27       | 28 | 29 | 30 |    |    |    | 25       | 26 | 27 | 28 | 29 | 30 | 31 |
| 30      | 31 |    |    |    |    |    |          |    |    |    |    |    |    |          |    |    |    |    |    |    |

|        |                               |        |   |
|--------|-------------------------------|--------|---|
| Jan 1  | New Year's Day                | Jul 1  | Canada Day                              |
| Feb 8  | Family Day (British Columbia) | Aug 1  | British Columbia Day (British Columbia) |
| Feb 14 | Valentine's Day               | Sep 5  | Labour Day (All)                        |
| Mar 17 | St. Patrick's Day             | Oct 10 | Thanksgiving Day (Many regions)         |
| Mar 25 | Good Friday                   | Oct 31 | Halloween                               |
| Mar 27 | Easter Sunday                 | Nov 11 | Remembrance Day (Many regions)          |
| Mar 28 | Easter Monday (Most regions)  | Dec 24 | Christmas Eve                           |
| May 23 | Victoria Day (Many regions)   | Dec 25 | Christmas                               |
|        |                               | Dec 26 | Boxing Day (Most regions)               |
|        |                               | Dec 31 | New Year's Eve                          |

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## **Connect PG Partnership Agreement To be completed by Connector and Newcomer:**

We are both voluntarily entering into this mentoring agreement. We wish this mentoring partnership to be a rich, rewarding experience for both of us. We will spend most of our time learning about our community. We have a shared understanding of the commitment we are making and a joint responsibility to make this a rewarding experience for both of us.

We have mutually agreed upon the following terms and conditions of our mentoring partnership:

1. **Duration of Connect PG Partnership Agreement:**  
This Connection agreement will last for four (3) months.
2. **Communication between Connector and Newcomer**  
We will meet up to three times to introduce the Newcomer to our network. We will not cancel agreed upon meeting times unless this is unavoidable. Until the newcomer has been introduced to 3 new connections we will agree on a date for our next meeting.
3. **Confidentiality of Communications**  
We agree to respect the confidential nature of all information discussed during our meetings. Everything discussed will remain confidential unless otherwise specified at the time of the discussion.
4. **Roles of the Connector and Newcomer**  
Connector: The Connector's primary role is to connect the Newcomer with colleagues, friends, family, or any person or organization which the Connector feels would help the Newcomer.

Newcomer: The Newcomer's role is to identify their goals and to communicate them to the Connector. The Newcomer agrees to willingly meet with the Connector's "person of choice"..

The Connector and Newcomer will both seek to achieve the following agreed upon goals and objectives during the term of this agreement:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. Monitoring of Connector Partnership

We understand that the Program Coordinator will check-in with each of us, independently, during the partnership in order to monitor the process, provide advice, support and assistance as required. Beyond the regular check-ins, if any problems arise that are unable to be resolved with our Connector/Newcomer, we agree to directly contact the Program Coordinator for assistance.

6. Graceful Exit Clause

If my Connector/Newcomer needs to terminate the contract for any reason, I agree to abide by his/her decision. I have read and agree with above contract and understand what is expected of me as a participating Connector.





By now, you have agreed to participate in the ConnectPG program– thanks!

Please note your first meeting may run over an hour as you will take care of your ‘housekeeping’ tasks in that first meeting. Please use the following space to create a list to make sure you get all the details you will need for the program.

Exchange contact info to ensure you keep the lines of communication open: a.

First and Last Name Email Office/Cell Number Twitter Handle

List:

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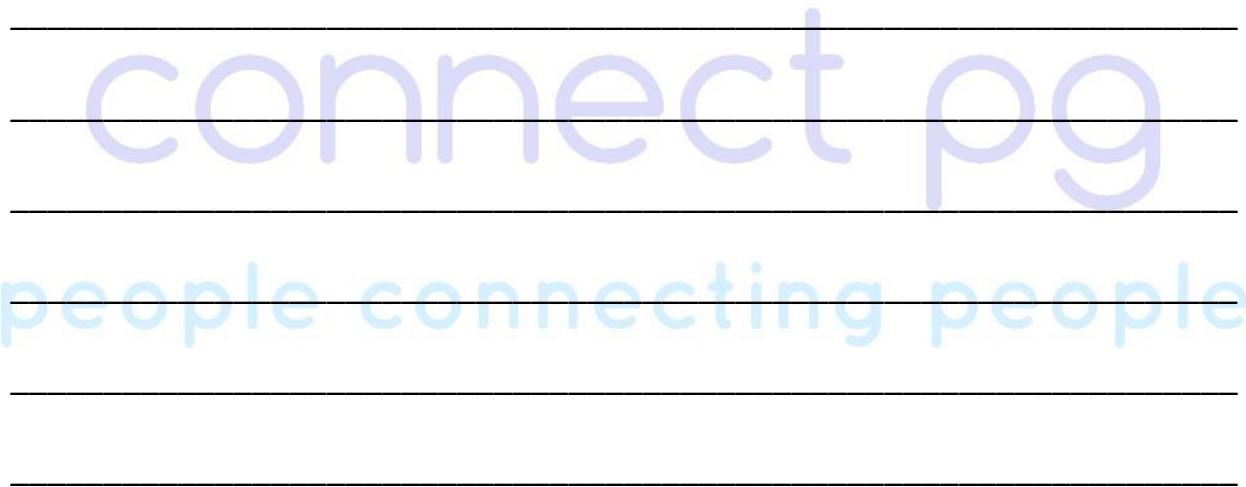
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CONNECT PG  
CONNECTOR APPLICATION



**CONTACT INFORMATION**

|                  |  |
|------------------|--|
| Name             |  |
| Street Address   |  |
| City ST ZIP Code |  |
| Home Phone       |  |
| Work Phone       |  |
| E-Mail Address   |  |

**AVAILABILITY**

DURING WHICH HOURS ARE YOU AVAILABLE FOR VOLUNTEER ASSIGNMENTS?

- Weekday mornings       Weekend mornings
- Weekday afternoons       Weekend afternoons
- Weekday evenings       Weekend evenings

**INTERESTS**

TELL US IN WHICH AREAS YOU ARE INTERESTED IN VOLUNTEERING

- Business networking
- Events
- Community Groups
- Volunteer Opportunities
- Sports
- Education
- Nature
- Art

**SPECIAL SKILLS OR QUALIFICATIONS**

SUMMARIZE SPECIAL SKILLS AND QUALIFICATIONS YOU HAVE ACQUIRED FROM EMPLOYMENT, PREVIOUS VOLUNTEER WORK, OR THROUGH OTHER ACTIVITIES, INCLUDING HOBBIES OR SPORTS.

**PREVIOUS VOLUNTEER EXPERIENCE**

SUMMARIZE YOUR PREVIOUS VOLUNTEER EXPERIENCE.

**PLEASE PROVIDE A PROFESSIONAL REFERENCE**

|                  |  |
|------------------|--|
| Name             |  |
| Street Address   |  |
| City ST ZIP Code |  |
| Home Phone       |  |
| Work Phone       |  |
| E-Mail Address   |  |

**AGREEMENT AND SIGNATURE**

BY SUBMITTING THIS APPLICATION, I AFFIRM THAT THE FACTS SET FORTH IN IT ARE TRUE AND COMPLETE. I UNDERSTAND THAT IF I AM ACCEPTED AS A VOLUNTEER CONNECTOR, ANY FALSE STATEMENTS, OMISSIONS, OR OTHER MISREPRESENTATIONS MADE BY ME ON THIS APPLICATION MAY RESULT IN MY IMMEDIATE DISMISSAL.

|                |  |
|----------------|--|
| Name (printed) |  |
| Signature      |  |
| Date           |  |

CONNECT PG  
NEWCOMER APPLICATION



| CONTACT INFORMATION |  |
|---------------------|--|
| Name                |  |
| Street Address      |  |
| City ST ZIP Code    |  |
| Home Phone          |  |
| Work Phone          |  |
| E-Mail Address      |  |

AVAILABILITY

DURING WHICH HOURS ARE YOU AVAILABLE FOR VOLUNTEER ASSIGNMENTS?

- Weekday mornings       Weekend mornings
- Weekday afternoons       Weekend afternoons
- Weekday evenings       Weekend evenings

INTERESTS

TELL US IN WHICH AREAS YOU ARE INTERESTED IN VOLUNTEERING

- Business networking
- Events
- Community Groups
- Volunteer Opportunities
- Sports
- Education
- Nature
- Art

**SPECIAL SKILLS OR QUALIFICATIONS**

SUMMARIZE SPECIAL SKILLS AND QUALIFICATIONS YOU HAVE ACQUIRED FROM EMPLOYMENT, PREVIOUS VOLUNTEER WORK, OR THROUGH OTHER ACTIVITIES, INCLUDING HOBBIES OR SPORTS.

|  |
|--|
|  |
|--|

**PREVIOUS VOLUNTEER EXPERIENCE**

SUMMARIZE YOUR PREVIOUS VOLUNTEER EXPERIENCE.

|  |
|--|
|  |
|--|

**AGREEMENT AND SIGNATURE**

BY SUBMITTING THIS APPLICATION, I AFFIRM THAT THE FACTS SET FORTH IN IT ARE TRUE AND COMPLETE. I UNDERSTAND THAT IF I AM ACCEPTED AS A NEWCOMER APPLICANT, ANY FALSE STATEMENTS, OMISSIONS, OR OTHER MISREPRESENTATIONS MADE BY ME ON THIS APPLICATION MAY RESULT IN MY IMMEDIATE DISMISSAL.

|                |  |
|----------------|--|
| Name (printed) |  |
| Signature      |  |



## NEWCOMER SATISFACTION SURVEY

**1. Overall how satisfied or dissatisfied are you with your experience?**

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

**2. Which of the following words would you use to describe your experience.? Check all that apply.**

- Reliable
- Useful
- Unique
- Enjoyable
- Ineffective
- Impractical
- Unreliable

**3. How would you rate the usefulness of this project?**

- Very high quality
- High quality
- Neither high nor low quality
- Low quality
- Very low quality

**4. How would you rate your experience?**

- Excellent



- Above Average
- Average
- Below average
- Poor

**5. How long have you been a participant in this program?**

- This is my first time
- Less than six months
- Six months to a year

**6. How likely are you to recommend this program to Newcomers or potential Connectors in the community?**

- Extremely likely
- Very likely
- Somewhat likely
- Not so likely
- Not at all likely



## Resources

**Website:** [www.connectpg.ca](http://www.connectpg.ca)

**Contact List:**

Ryan Beer, Project Lead

[ryan@westwoodchurch.bc.ca](mailto:ryan@westwoodchurch.bc.ca)

Laurie Dillman, Project Lead

[dillman@telus.net](mailto:dillman@telus.net)



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