

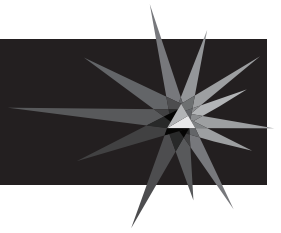
*Sparking Excellence*



*2009 Pioneers Award Winners*

*2010 Annual Meeting - Atlanta, Georgia*

# Chapter of Excellence



The Chapter of Excellence Award is given to chapters most closely aligned with the strategic direction of the International Pioneers Organization and its sponsor/self-sponsored groups in 5 main strategic areas (planning/structure, engagement, communications/branding, community collaboration/partnerships, and Pioneers initiatives.)

## *SaskTel Pioneers - Saskatchewan Chapter*

Growth, Engagement, Visibility and Accountability were the key components driving SaskTel Chapter to an award-winning year of accomplishments. And while chapter leaders were tending to present community needs, they also had the foresight to plan for the future through an aggressive recruiting effort.

Chapter members were challenged in the four core areas as each category was designed with its own blueprint for success. Under Visibility, for example, the chapter set a robust agenda with no less than 13 goals. Accountability, meanwhile, listed nine goals, ranging from communicating regularly with Life Members to requiring each club to undergo a financial review.

SaskTel Pioneers have developed an enduring relationship with their sponsoring company and that partnership continued to grow as Pioneers teamed with SaskTel corporate on 45 projects in 2009.

One of those projects was the Saskatchewan Open Golf Tournament, a stop on the Canadian professional golf tour. Pioneers are the official volunteer team for this high-profile event and this year teed up some additional firepower: A \$20,000 donation from SaskTel to serve as the headline sponsor.

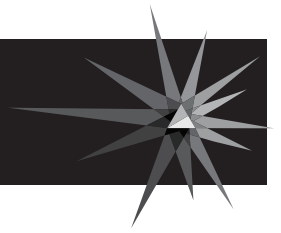
## *Verizon Pioneers - William J. Denver Chapter*

It's no wonder that a chapter so committed to training and developing strong leaders has enjoyed the success that Verizon William Denver has in recent years. When that leadership is backed by a dedicated membership and the solid support of Verizon and Verizon Foundation, the result is a model of chapter excellence.

In 2009, projects that captured the essence of the Denver Chapter involved members providing pajamas for Jammie Time... collecting old cell phones for Project Hopeline...and gathering supplies for Health Kits. All this and more was achieved as part of the chapter's leadership and communication in rallying volunteers to support local shelters.

When all was said and done, the chapter had engaged a range of volunteers in support of projects that would benefit more than 700 children and adults in a variety of ways, from basic supplies to improving their quality of life. And that was just in the shelters.

The chapter also successfully aligned with a number of Verizon corporate's education goals, such as Project Connect, Thinkfinity, A Student's Dictionary, and Season's Readings.



The Community Impact Award is designed to recognize a Pioneer entity's overall cumulative impact on its community throughout the year and over time; either in a geographic area or within a community.

## *Bell Aliant Pioneers - Newfoundland and Labrador Chapter*

The question is not so much what do Chapter 105 Pioneers do to support the province, but rather: "What would the province do without Chapter 105 Pioneers?"

With just 1,355 members the chapter is small but mighty, meeting the needs of a population of a half million people whose locations range from city to rural to the vastness of Labrador. It is a model of community outreach that has been years in the making.

And over those years, Chapter 105 has developed the type of working relationships that have grown and endured to the benefit of an entire region. The chapter has adopted formal agreements with long-time partners such as the Canadian Cancer Society and the Canadian National Institute for the Blind, while supporting walk-a-thons, charity golf tournaments, and other events for some 48 community organizations.

While working to meet new and traditional community needs, the chapter has captured tremendous media coverage that has served to increase awareness of Pioneers and the corporate citizenship of Bell Aliant.

## *SaskTel Pioneers - Saskatchewan Chapter*

Given the fact that half of the Province of Saskatchewan is covered by forest, one third by farmland and one eighth by fresh water, volunteering is no walk in the park. Still, SaskTel Pioneers provide a spark of hope by volunteering 70,000 hours and contributing more than \$400,000 annually.

In addition to the geographic challenges, there are cultural hurdles, with a population of Aboriginal, European, Russian, Ukrainian, Polish, Scandinavian and British heritage and an average age that is one of the oldest in Canada.

In overcoming these unique challenges, SaskTel Pioneers put their ingenuity – and a dedicated team of volunteers – to the test in meeting the needs of the less fortunate. The chapter also partners with numerous community organizations as well as sponsoring company SaskTel, with which it partnered on more than 60 projects in 2009.

The chapter's credo is: "Our Focus is Our Community. Our Strength is Our Volunteer." They have become words to live by for SaskTel Pioneers and those they serve.



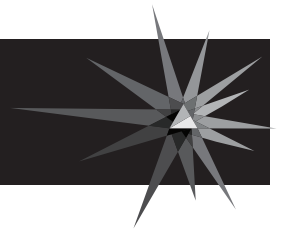
## *Verizon Pioneers - William J. Denver Chapter*

William J. Denver Chapter takes many approaches to community support, but at the end of the day, education is the focus of so much of what the chapter provides.

When New Hope, Inc., a domestic violence and sexual assault program, needed assistance, Pioneers stepped up to help in hosting an education forum. The forum pulled together state lawmakers, batterer intervention experts, former batterer intervention participants and law enforcement officials to talk about how batterer intervention can be more effectively used to reduce the rate of violence and domestic violence related to homicides.

The chapter was also quick to get involved in a hands-on environmental education project on the grounds of Burncoat High School in Worcester, Mass. After 20,000 diseased trees had to be cut down, Denver Chapter supported a recovery effort that included a donation of \$2,000, participation in an informational workshop on tree care, and getting down in the dirt to plant.

Denver Chapter Pioneers also partner with elementary school organizations to provide them with a Pioneers Playground Map, as well as dictionaries and thesauruses.



The Excellence in Fundraising Award is given to units who excel in planning legal and productive fund-raising activities that help the unit achieve its financial goals and support the Pioneers mission.

## *Bell Aliant Pioneers – New Brunswick, Newfoundland and Labrador, and Acadia Chapters*

### Tri-Chapter Lottery

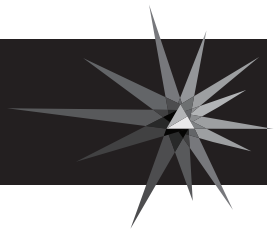
The three Bell Aliant chapters took a team approach to raising funds, and the effort resulted in a project that has been successful across the board.

The goals of the Tri-Chapter Lottery were to raise funds for two children's hospitals as well as fund other community service projects. Members also wanted to create a project that would engage employees, Pioneers and retirees. Since some members and employees are not always able to give of their time, the lottery was an opportunity for them to support the community while vying for chances to win cash or a vacation package.

Bell Aliant contributed to the success of the lottery by providing payroll and pension deduction, marketing assistance, company server space, communications and public affairs assistance, employees to volunteer time during work hours, and use of the intranet system (Connexion) for posting information and updates.

This project created rewarding fellowship opportunities by gathering project ambassadors within the same locations to set up displays and engage employees and Pioneers in purchasing a lottery ticket. The project also served as an opportunity for members to take on larger roles and develop their leadership skills.

With ticket sales tracking as projected, the lottery is on target to realize net revenues of more than \$154,200.



## *SaskTel Pioneers - Saskatchewan Chapter*

### SaskTel Payday Lottery

Paydays are paying off for SaskTel Pioneers, who are cashing in while raising funds to support their community.

Players in the SaskTel Payday Lottery have \$5 deducted from their paychecks every two weeks. This buy-in qualifies them for 26 prize drawings of \$500 and three grand-prize drawings of \$2,500 each.

In addition, there is a special \$1,000 prize drawing during Pioneers Week. The winner of this drawing has the prize money donated to their charity of choice. While the Pioneers enjoy the opportunity to win some money, the chapter is also earning some hefty paydays. In the last three years, that lottery has raised net revenue of \$141,705.

Ultimately, the big winners are the people, programs, and community organizations that benefit from the funding. Projects undertaken throughout the years include: supporting literacy programs in schools and other non-profit agencies, providing funding to health care facilities and nursing homes, school partnerships, Habitat for Humanity, and the construction of an amphitheatre at Camp Easter Seal.

The Pioneers lottery effort is enthusiastically supported by sponsoring company SaskTel, which has engaged by assisting with the printing of calendars and the use of corporate communications' electronic newsroom, which reaches out to the entire company. The company also used the payroll system to deduct each participant's \$5 per paycheck contribution.

## *Verizon Pioneers - Maryland Chapter*

### Hershey Park Day

Verizon Maryland Pioneers enjoyed the taste of sweet success at Hershey Park, raising more than \$66,000 through their 17th Annual Family Day at the amusement park.

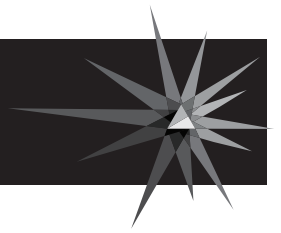
For a \$10,000 deposit, the Pioneers had the park all to themselves for the day and were able to sell tickets for the average base price of \$23 – well below the park's retail price of \$52.95 for a daily adult ticket. To drive early sales, the chapter used an escalating price scale that capped at \$30 the day of the event – still a sweet deal.

The bargain price was welcomed in the challenging economic times as the event attracted 10,879 visitors and easily surpassed the chapter's goal of \$40,000.

The funds were earmarked to support projects such as Book'em, Students Under Construction, Dictionaries for Students, Lap Robes for the Military, as well as four domestic violence shelters around the state.

The fundraiser attracted new families and families with children who learned more about Verizon Pioneers and their educational programs and projects that involve children.

The event also served as a membership recruiting venue. Ticket holders were invited to join Pioneering as they entered the park. Of course, Pioneers provided additional incentive for guests to visit the membership table by offering free Hershey's chocolate kisses. The plan resulted in the signing of six new members on the spot – and 29 potential members leaving with membership information kits.



The Individual Excellence Award is designed to recognize individual Pioneers and Partners who go above and beyond to answer the call of those in need. There are categories for Regular Member, Life Member and Partner/Associate.

## *Al Bowers – Life Member*

Bell Aliant Pioneers - Newfoundland and Labrador Chapter, Exploits Pioneer Club

Few knew how to react to the terrorist attacks of Sept. 11, 2001, including Al Bowers. But, when the request came in for volunteers, Al knew exactly what to do: He quickly assembled a team of Pioneers to answer the call.

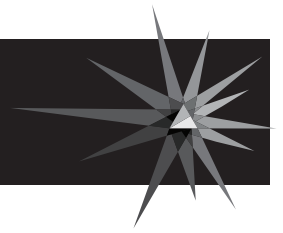
With hundreds of international flights diverted and ordered to land in St. John's, Newfoundland, stranded passengers would need assistance. In no time, Al and his team of Newfoundland and Labrador Chapter Pioneers had gathered sleeping bags, blankets, food, and emergency personal supplies.

When the relief center coordinators realized they would need television service to keep everyone updated on current news of the attacks, Al once again went beyond the proverbial "extra mile." Getting news service meant running a cable line into the gym...which meant getting the approval of the station manager...which meant Al had to drive 25 miles through the wilderness to reach the summer cabin of the vacationing station manager.

After all of that, Al and his team were thrown a curveball when the passengers they were expecting were diverted yet again to the town of Springdale, some 70 miles away. Undeterred, Al and his team packed up all of the supplies and transported them to Springdale.

This is but one example of the type of leader Al is and the type of results he gets from volunteers. And he does it all with a smile and an infectious enthusiasm that has been his trademark throughout his 22 years a member and leader of the Exploits Pioneer Club.

Over the years, Al has been involved in every aspect of Pioneering, from leadership and recruiting to project management and execution. It was only fitting that when the chapter painted a mural of the Spirit of Service on the wall of a Bell Aliant building, Al was involved, brush in hand.



## *Deborah Foley – Life Member*

Verizon Pioneers - William J. Denver Chapter

One sentence in a description of Deborah Foley's Pioneer career pretty much says it all: "Deb has been the main reason for the success of our chapter." The narrative goes on to note that it "makes no difference whether a project is local or 150 miles away: Deb will be there."

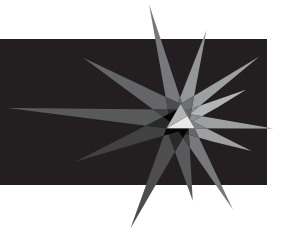
And she has been there, ever since beginning her Pioneers hitch back in 1989. To say that Deborah has "done it all" would not be a cliché – it would be a statement of indisputable fact. She has held leadership positions at the council, club, and chapter levels – including her current role as Chapter President, a position she has held at various times for a combined total of five years.

With years of Pioneering to draw from, Deborah has developed the ability to simply know what works for Pioneering and how best to turn that vision into action. While it is a common challenge in any volunteer organization to strike the balance between sustaining successful projects and seeking out new opportunities, Deborah has been tireless in her efforts to identify projects that are diverse, attractive to new members and that address community need.

The popular song claimed "Ain't no mountain high enough...." In Deborah's case, that includes Mt. Everest, which at 29,035 feet above sea level stands as the highest point on the planet. When a team of climbers attempted the summit a few years back, Deborah arranged for elementary schools across Massachusetts to follow the expedition via satellite phone and the Internet.

The driving force behind the distribution of more than 10,000 dictionaries and thesauruses to school children, Deborah recently addressed a drop in summer volunteer hours by creating a reading program that is delivered in summer camps.

The list of Deborah's accomplishments leads from here to, well, the summit of Mt. Everest. And while the projects may vary, there remains one constant: Deborah Foley will be there.



## *William (Junior) Williams – Partner*

AT&T Pioneers – Alabama Chapter, Birmingham Life Member Club

They call him Junior, but William Williams plays a senior role in the success of AT&T Alabama Chapter.

To say that the chapter draws strength from Junior would be accurate in more ways than one. There is the physical strength that Junior lends to the cause when supplies need to be moved...or an exhibit needs to be set up...or an event tent needs to be staked.

There is the strength of Junior's knowledge, which he readily dispenses, from providing information on recipes in the chapter cookbook to Pioneers merchandise available for sale.

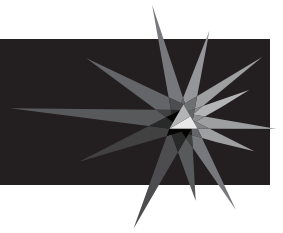
There is the strength of Junior's compassion – which extends to all that he does in serving his neighbors and his community through Pioneers.

Pioneers food drives are fortified by fresh vegetables from Junior's personal garden. During the holidays, Junior is the guy in the red suit and flowing white beard, making sure that each and every child gets a magical visit with Santa. At the Humane Society facility, Junior is the volunteer who stops by to help with the abandoned and neglected animals.

There is the strength of Junior's leadership and his ability to inspire others by serving with integrity and with enthusiasm, and completeness.

Finally, there is the strength of Junior's personality, a trait that has been described as pleasant, friendly, respectful, and gentlemanly. Small wonder his Pastor, Ronald Gonia, says: "It's not been a good Sunday unless Junior comes to the back of the church to shake my hand."

Put it all together and you have William "Junior" Williams – whose can-do spirit the chapter can't do without.



## *Stephanie Washington – Regular Member*

AT&T Pioneers – South Texas Chapter, San Antonio Council

As a dedicated Pioneer and a youth minister, Stephanie Washington practices what she preaches: “service to others.”

Believing that everyone has something to give, Stephanie leads by example in giving of herself to cultivate a spirit of benevolence throughout the San Antonio community. It is a spirit that permeates all she does in Pioneering.

When Stephanie says everyone has something to give, she means everyone. In her mind, there is no such thing as an inactive Pioneer, which is what has driven her in successfully engaging less active members to serve as leaders in projects.

Stephanie’s efforts have led to members stepping in to lead Pioneers involvement in projects such as the MS Ride to the River, Socks for Soldiers, and the Under the Bridge Ministry. Stephanie has also been instrumental in generating support for graffiti wipe-outs to bring back neighborhood pride, the FAITH project for the Hearing Impaired, Hug-A-Bears, Heart Pillows, Trees Across Texas, and Talking Books.

The value of Stephanie’s committed leadership to these and other projects is evidenced by the growing number of partnerships the Pioneers have developed with local organizations. Having experienced the quality and reliability of Pioneers, these organizations have made Pioneers their community partner of choice.

Stephanie also has a special place in her heart for the youth of the community. A founder of the Camp Joshua Leadership organization, the program is recognized as one of the most successful youth leadership groups in the San Antonio area. The group consists of 25 youths working throughout the year in service to the community, growing in their faith, working on their relationships, meeting with their mentors, setting attainable goals, and attending leadership training.

As of September 2009, the group had reported 3,228 volunteer hours into the San Antonio Pioneer Council. Stephanie, of course, looks beyond the impressive numbers and sees a group of young men and women learning what it means to act in “service to others.”



## *Denis Dugas – Regular Member*

Bell Aliant Pioneers – New Brunswick Chapter, Acadian Peninsula Council

Denis Dugas liked Pioneering so much he started his own council. And he's so good at Pioneering that the council has been flourishing from Day One.

The year was 2005 and Denis, an Aliant employee, was knocking down pins at a bowling fund-raiser conducted by Aliant New Brunswick Chapter. When Chapter President DeeDee Steeper decided to strike up a conversation with Denis, she struck gold.

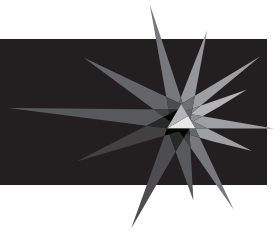
Denis left that event and took the information he'd gathered on Pioneering back to his colleagues at Bell Aliant. Before long, Denis had generated enough interest and enthusiasm to form the Acadian Peninsula Council – the first French council in North America.

As president of the Parents' Committee at his children's school, Denis naturally gravitated to the educational aspects of Pioneering and was quick to introduce Power Up To Read to his school district. He is now the Province Coordinator for Power Up To Read in New Brunswick. His success with the program has captured the interest of education officials in Ontario and Alberta, who would like to set up the program in their French school system.

Denis is also involved in several projects that combine education with meeting the needs of children. He delivered the personalized reader *Je M'aime* to three groups in 2008 and is currently working toward offering the book to as many students this year.

He manages the Kids Helpline, a voice-mail line where principals or teachers can leave a message regarding a need for a specific item for one of their students. Denis led the Backpacks for Kids initiative for his council for the past three years and he delivered and set up computers in the Computer for Schools program.

Denis also initiated an adopt-a-family at Christmas program in his council where his members help out with the purchase and distribution of holiday gifts and food for a needy family.



The Project Excellence award is designed to recognize the top level of Pioneers community service projects completed throughout the year in 5 categories (Education, Life Enrichment, Health and Human Services, Military and Environment.)

## *Georgia Pioneers Computer Road Show: Anytime/Anywhere*

AT&T Pioneers – Georgia Chapter

Georgia's launch of a major, modern, and mobile computer lab of 15 laptops and wireless Internet connectivity typified the chapter's volunteer theme for 2009 – "Reaching Georgians through Community Service and Education." Creating the lab has also invigorated the membership and made the chapter considerably more agile in delivering some typically high-tech Pioneer programming.

Many Georgia teachers struggle with limited resources and do the best they can to provide students with adequate access to in-class computers. Similarly, traditional computer labs equipped with but a handful of desktop stations frequently fall short in meeting users' needs at schools, after-school centers, and community libraries. Armed with a go anywhere, anytime computer lab of their own, Georgia Pioneers are filling the technology gaps better than ever before.

In 2009, 75 Pioneers and Life Members contributed well over 1,000 hours in making the lab a success. Pioneers conducted Power Up To Read and Project Connect programs at two elementary schools, staged Safe Surfing sessions for six groups of seniors new to the Internet, and introduced others to such programs as Word and Windows Basic.

## *Tools for Learning*

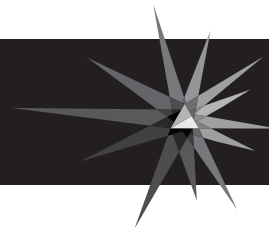
AT&T Pioneers – Illinois Chapter, Central, South, Midstate & Northwest Councils

With the economy compounding the difficulty many families face in equipping their children for the new school year, AT&T Pioneers hoped to make the annual Tools for Learning program their best effort yet. Putting their considerable volunteer engagement and project skills to work, they did just that – and more.

Pioneers assembled backpacks full of school supplies for 1,500 needy students at 58 schools statewide (the goal had been 1,000). They also distributed 1,500 dictionaries (again the goal was 1,000) and added 600 three-ring binders for teachers' use. And they wrapped it all up before the bells rang for the opening day of school, another major goal.

Those accomplishments relate directly to a successful effort to widen participation in what was already the chapter's most popular project. Members worked closely with community organizations and educators to identify where the student need was greatest. Company and school Web sites trumpeted the project. Effective fundraisers created excitement – including the sale of live fish for stocking local ponds. And to maximize cost efficiency, requesting vendor bids drew the absolute best price on backpacks.

# *Project Excellence - Education*



## *Camp Joshua Youth Leadership Team*

AT&T Pioneers – South Texas Chapter, San Antonio Council

Camp Joshua is not your average mentoring program. An all-year, church centered, forward thinking, education focused, service learning based program, “Camp J” is far more. It is a life skills and leadership training program for at-risk teens grades 8-12, upwards of 85 of them at a time.

Pioneers support for the two-year-old program is not your average partnership either. More than aligned, less than combined, the organizations might best be described as intertwined in a number of ways. Camp J’s director serves as a Pioneers officer, for example, and council members serve Camp J as mentors, project leaders, and in other volunteer roles. The Camp J kids, particularly the 25 teens who serve as program leaders, constitute the most unique element of all.

They are Pioneer Volunteers.

Not members, of course, but banner flying, t-shirt wearing, call answering, all-but-card-carrying Pioneers just the same. They craft Heart Pillows and Hug-A-Bears, recycle cell phones, promote Job Shadow Day, and more for the council. They stage their own projects, too, like the Souper Bowl of Caring food drive, Teens for Jeans clothing drive, and the Graffiti Wipe-Out neighborhood cleanup. In 2009 they accumulated well over 2,400 Pioneers service hours.

## *Computers for Schools Across the Nation*

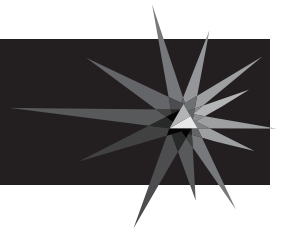
Canadian Pioneers – Bell Aliant, SaskTel, Newfoundland and Labrador, Alberta & Maple Leaf Chapters

Created by Canadian Pioneers and Industry Canada in 1993, now operating in every province and territory, and supported by Pioneers chapters coast to coast, Computers for Schools (CFS) is a one in a million program. In reclaiming, refurbishing, and returning used business computers to service at Canadian schools, libraries, other nonprofit educational organizations – some 100,000 annually – the program has become a source of national pride and a model for other nations to follow.

At current production levels, the international, multiple award-winning program will reach the 1 million computers milestone as early as 2010.

Behind that incredible achievement are some equally startling numbers: 52 millions pounds of electronic waste diverted from Canada’s landfills; millions of dollars in savings to taxpayers and schools (the CFS cost-benefit ratio is 10:1); hundreds of thousands of community service hours by thousands of Pioneers; a partnership that has grown to include 125 corporate entities; and hands-on work experience for over 10,000 Canadian youth.

In addition, 14 other countries have similar programs in operation, and every country in the Americas and the Caribbean now has a computer-recycling business plan in place.



## *Bundled for Education*

Qwest Pioneers – Colorado Chapter, Foothills Life Member Club

“Bundling,” a technique Qwest and other sponsor companies use in tailoring packages of complementary products and services to meet customer needs, is proving equally effective for Colorado Pioneers.

Prior to adopting this approach, Foothills Life Members struggled to engage schools with their education projects. The problem, they came to realize, lay in how they were approaching the schools: Separate conversations on individual programs meant multiple meetings with different educators who have little to no discretionary time in their schedules.

With Bundled for Education, Foothills has turned the situation completely around. They now provide a convenient, all-inclusive kit of information and materials that gives teachers and principals a menu of programs from which to choose. This allows educators to consider their options and bundle different Pioneers offerings to fit the needs of different grades, classes, and student learning levels.

As of September, the club had presented kits to 33 schools, resulting in their donation of 1,000 Whisper Phone speech aids, 1,500 personal White Boards for students communicating in a peer-pressured environment, and 600 Power Up To Read books. And following Foothills’ lead, seven other chapter units are now creating win-win situations by bundling their products and services as well.

## *Qwest JA in a Day*

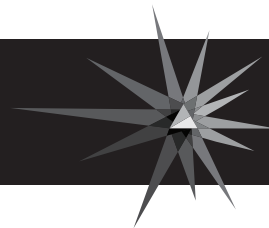
Qwest Pioneers – Colorado Chapter, Auraria Council

Understanding the link between learning and earning sparks the imagination and ignites the motivation of students to stay in school, pursue higher education, and reach for all the success within their grasp. Forging that link and building the volunteer-student connection is what the Pioneers-Junior Achievement partnership is all about.

Last spring, Auraria Council’s sixth annual JA in a Day program brought messages of work readiness, entrepreneurship, and financial literacy to five schools, 100 classrooms, and more than 2,300 students. Over 165 Pioneers, employees, their families and friends took part, supported by a major Qwest Foundation grant.

Research shows students experience a 14 percent knowledge gain after participating in JA. Some of the Pioneers classrooms saw even greater gains this time around: Pre- and post-testing revealed fourth graders taught by Qwest employees and Pioneers achieved a 22 percent increase.

The one-day program continues to score high marks in other areas. Many participating volunteers return for the event annually, others engage in additional Pioneers activities, and each year the program helps Auraria Council gain at least 10 new members.



## *Seniors Connect*

Verizon Pioneers – H. G. McCully Upstate Chapter, Newark Council

Access the Internet. Email family. Chat, surf, and search on your favorite topics. Travel the world. Explore. Learn.

Seniors aren't often the focus when talk turns to learning and developing new skills. That's not the case with McCully Upstate Pioneers, however. Since 2006, a good amount of their conversation has centered on seniors, on senior centers, and on ways to bridge the digital divide.

Sensing the unique value today's technology can offer seniors, particularly those with far-flung families, mobility, independence, and other quality of life issues, Newark Pioneers began exploring the possibilities. They soon discovered that many senior centers in the area were largely lacking in the equipment needed to add that value. The result is Newark's Seniors Connect project.

Thanks to 70 committed Pioneers, the local officials and other community organizations supporting the effort, including Verizon Foundation, 15 fully equipped computer stations are now in place at senior centers across northern New Jersey. And so far, members have personally trained over 450 seniors in how to use and enjoy them. Their thirst for learning revitalized, those seniors are now introducing others to the digital age.

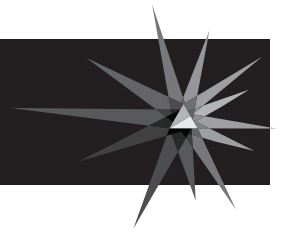
## *Butterfly Fairies: Mystery and Magic*

Verizon Pioneers – H. G. McCully Upstate Chapter

As a backdrop for lessons on bio-diversity, food chains, and neighborhood habitats, the lifecycle of the Monarch butterfly is a conservationist's dream. McCully Upstate members are using it to migrate the minds of youngsters at four northern New Jersey schools to an appreciation of the not-so-obvious world around them. And the kids, well, they are wild for it.

Developed under the banner of Project WILD, a national conservation education program, and inspired by a children's book, McCully Upstate's multi-level project brings third and fourth grade students, teachers, and Pioneers together to "parent" a new generation of Monarchs. Having studied the species and its development, each team prepares a schoolyard habitat, complete with milkweed host plants, rearing towers and holding houses. Then, over a period of 30-40 days, students witness and tend to the wonder of life as the tiny eggs they have harvested hatch and grow from caterpillar to pupa, chrysalis, and then, butterfly.

Monarchs range from Canada, through the U.S. and into Mexico, and their annual migration south allows students in all three countries to tag and track their butterflies progress. Which will make it? Will ours return? With this project, the mystery, the magic, continues.



## *A New Vision*

AT&T Pioneers – Kansas Chapter

Kansas Pioneers' are refocusing attention on the needs of the blind and visually impaired community – and concentrating their efforts to meet them in ways both old and new.

Working closely with the Kansas State School for the Blind (KSSB) and other resource groups, the Pioneers' effort began with the idea of providing backpacks of school supplies geared specifically to blind or visually impaired students – highly tactile, brightly colored items and purposefully designed tools like triangular crayons. Much to their surprise, they found it was an offer not one educator across nine school districts had ever received before.

Building on the chapter's heritage of Talking Book and Braille Writer repairs, and drawing on growing volunteer interest, Pioneers expanded the project to provide schools with new assistive technologies – Braille note takers, interactive acoustic panels, and image-magnifying closed circuit TV systems to further aid the children's education, and GPS devices to increase their mobility.

And, not to leave out the very youngest of those in need, Pioneers also partnered with parks officials and a local zoo to turn two Beeper Egg hunts into full-blown "eggstravaganzas" of games, rides, and fun for the sighted and sightless alike.

## *Special Olympics Fall Classics*

AT&T Pioneers – Louisiana Chapter, Evangeline Life Member Club

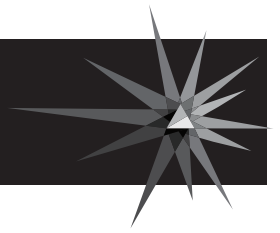
Special Olympics holds a special place in the hearts of Evangeline Life Members, and one need look no further than the Fall Classics for an extraordinary case in point.

Evangeline's goal for the event, a state-level competition in softball and horseshoes, is to do all it can to ensure success in every area of the program. And from the opening to the closing ceremonies, it is hard to find any segment of activity in which Pioneers weren't visibly involved.

Support starts at the top and well before the three-day event opens. Leading the way, a club member serves in the hot-seat role as administrative services director. The games chairman is a Pioneer, and another Evangeline member and her Partner are coaches.

Two dozen club members contributed 360 hours to the '09 event. They engaged a dozen other Pioneers, who in turn helped recruit over 75 more volunteers from community organizations and businesses. Collectively, Evangeline's team of 112 volunteers – over a third of the full compliment needed to stage the event – racked up in excess of 1,600 service hours.

# *Project Excellence - Life Enrichment*



## *Serving Those Who Served*

AT&T Pioneers – South Carolina Chapter, Fort Sumter Club

Approximately one of every three people living on America's streets today is a veteran of our armed forces. How terribly ironic, Fort Sumter Pioneers' clearly see, that these homeless men and women have come to need us as much as we have needed them.

Serving Those Who Served is the Pioneers salute to all those who have risked all in defense of their country and a helping hand for the Good Neighbor Center, which provides intervention services and transitional housing for as many as 35 homeless vets.

The center enjoys a success rate in helping veterans break the cycle of homelessness that is 22 percent above the national average, and thanks to 500 Serving Those Who Serve volunteers, it is an even more encouraging place. There are fresh coats of paint, new fluorescent lighting and fans at every turn; bus transit tickets for traveling to school or a job across town; new magazine subscriptions; and a personalized bag for each veteran including clothing, toiletries, and other personal care items.

And at a barbeque dinner in their honor, each veteran received a personal thank you from the Pioneers and a hand-folded American flag.

## *Minnesota Bags Project*

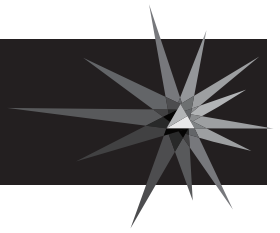
Qwest Pioneers – Minnesota Chapter

Need a project that serves people in everyday situations while engaging as many volunteers as quickly, easily, and affordably as possible? It's in the bag. Minnesota Bags to be precise.

A simple project centerpiece, the bag, but one Minnesota has found adaptable to different community needs and varying volunteer interests and availability. Besides, a bag is only a bag until recipients find something inside meant just for them at a particular moment in their life: a school year beginning, a lonely holiday, a frightening medical situation, or the approach of a long recovery.

In addition to Gear Bags of supplies for students, Minnesota provides Breakfast Buddy Bags of snacks for youngsters at Ronald McDonald House. Their Wellness Bags of necessary items attach to a patient's wheelchair. The Birthday in a Bag provides all the required fixings, and the Valentine Bag brings a bright message of caring to nursing home residents.

Minnesota Bags is meeting community needs, generating a different kind of excitement among Pioneers, and drawing contributions of all kinds of stuff with which to make and fill more bags.



## *Quest for Play: Vickie Powers Memorial Park*

Qwest Pioneers – South Dakota Chapter

Thanks in large part to South Dakota Pioneers' construction skills, fundraising acumen, and demonstrated ability to feed a small army of volunteers, there's a beautiful new park today just north of Rapid City.

The chapter has worked projects at parks throughout the state, from picnic shelters and gazebos in Sioux Falls and Pierre to walkways at the Badlands National Park, but none quite like this one. Named for a former city official and long-time champion of community spaces, and built to serve the city's newest and fastest-growing community, the park includes an expansive, ultra-modern playground funded by a \$50,000 Qwest Foundation grant secured by Pioneers.

The playground project was also chosen as Qwest's South Dakota employee volunteer project of the year.

In typical hands-on fashion, 48 Pioneers also provided the volunteer power to build a fence enclosing the play area, prepared sections of the playground, and made sure the 850 volunteers involved over the five-day build stayed fed and refreshed.

## *Camp Badger Spruce Up*

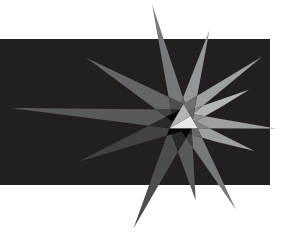
Verizon Pioneers – Excelsior Chapter

Excelsior's outstanding effort to bring Camp Badger back into compliance with ADA (Americans with Disabilities Act) regulations won the chapter a Project Excellence Award for 2008. In 2009 Excelsior volunteers returned (135 of them) to the special education summer camp in central New York for a weekend of activity designed to keep Camp Badger in fine form for many years to come.

In addition to building two more wheelchair ramps and making the fishing dock accessible, Pioneers gave the Infirmary a new tin roof and the Pavilion a new ceiling. They spread a truckload of fresh stone over pathways and painted and color-coded stairs to aid in navigation . . . planted gardens, trees and shrubs . . . mowed, weed-wacked and "bush-hogged" away a season's worth of brush and debris and . . . once again, true to Excelsior form, the giving didn't stop there.

Continuing the project's educational element, the chapter installed chalkboard/corkboard dividers in classrooms, provided two new computers and printers, and arranged for three years of Internet access.

All told, the chapter contributed some \$14,000 in materials and 3,500 volunteer hours to the project.



## *Berks Women in Crisis*

Verizon Pioneers – Leonard H. Kinnard Chapter, Reading Pioneer Club

Reading Pioneers have long supported the Berks Women in Crisis (BWIC) shelter with food, luggage, cell phones and hygiene kits. Members were eager to do more, particularly in the area of education, but atop everyone's BWIC wish list was to replace the old wooden playground that had rotted out years ago. To meet their objectives, Pioneers would need \$5,000, a potentially daunting sum for a small club thinking big.

The competitive grant process levels the playing field, however, and with help from Verizon Foundation, the dreams at Reading Club became a reality for BWIC. Today, co-branded backpacks for BWIC children are as plentiful as they are useful. Every child receives a dictionary, a book, school supplies, a "Lingo" vocabulary learning game Kinnard is developing, and a Hug-a-Bear. Today, for each mom there are Pioneers tote bags of much-needed supplies as well as a duffel full of sheets and towels. And there is that brand new playground for all of BWIC to enjoy.

With the club's first press coverage in some time, the Reading community is re-awakening to a resource folks at BWIC have known well, for years.

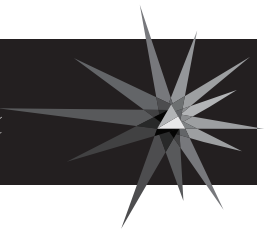
## *Caesar Rodney Ramp Project*

Verizon Pioneers – Liberty Bell Chapter, Caesar Rodney Council

Caesar Rodney Pioneers made their first-ever access ramp something to behold. Constructed for the Children's Beach House, a nonprofit provider of programs both for special needs and gifted Delaware students, the massive, 250-foot long, over-the-dunes ramp required three straight legs, two turning decks, and a final deck with a hinged ramp section that could be adjusted depending on the varying level of sand on the beach.

It was also something to build on, for 28 later, the council's accessibility project is most definitely still going strong. From that initial success grew an explosion of 325 ramps across two counties, more than 90 percent of them erected for health services and seniors agencies, some requiring funding as high as \$20,000, and one of them involving an elevator platform. The project now includes three ramp-building teams and some participants who have been there since day one.

Caesar Rodney attributes their project's ongoing popularity and success to understanding there's more to making ramps than hammers, saws, and upwards of 26,000 volunteer hours. Early on, the Pioneers created a Building Plan to serve as an overall management tool, requirements and resources organizer, and construction standard for making their next ramp every bit as special as the first.



*Community Digital TV Conversion Project*

AT&T Pioneers – Oklahoma First Chapter, Lake Texoma Life Member Club

Lake Texoma is Oklahoma First's smallest unit, with just 35 members. But you wouldn't know that by the 6,000 community service hours they contribute each year.

When television stations converted from analog to digital broadcasting early in 2009, those without newer TVs needed to purchase a converter, which had to be installed and programmed to work properly. Many elderly residents, Pioneers knew, would be ill-equipped to do the work or to pay someone to do it. Compounding the issue, by March 2009 one local station had already converted to digital in the wake of a tornado.

Fearful that many in their community would lose their lifeline to storm and tornado warnings, Pioneers moved quickly. In a front-page article in the local paper, the club offered skilled volunteer assistance to anyone needing help with the digital conversion.

The Pioneers were ultimately able to fill a critical need for 65 of their neighbors, most of them elderly people living alone with no close family. Most could not believe the service was free. Several expressed their thanks with tears.

*Tri-state Help for the Hungry*

Qwest Pioneers – Oregon Chapter, Pacific View Combined Club, Washington and Southern Arizona Chapters

Often overlooked in the current economic downturn, food banks have experienced increases in demand for their services of between 15 and 20 percent over the past 12 months. With upwards of 125,000 youngsters across the Oregon, Washington and Southern Arizona chapter area relying on food bank resources to survive, Pioneers have joined hands to tackle the problem.

Led by Oregon's Pacific View Combined Club, Qwest Pioneers not only doubled their ongoing efforts to collect more food for the Oregon Food Bank and others, they worked to improve food bank operations from the inside. Pioneers were at the warehouse, moving pallets, sorting, packaging, and labeling food items at regularly scheduled Pioneers Food Bank nights and Saturdays. Significantly, members also made themselves available on even the shortest notice to pick up perishable foods when they become available or to process them when they arrive, making a richer and more nutritional assortment of items available.

In addition, each chapter secured a \$25,000 competitive grant from the Qwest Foundation to further benefit struggling food banks during the busy holiday season.



*Liberty Bell Sewing Ladies*

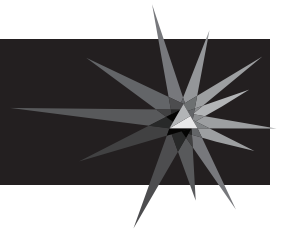
Verizon Pioneers – Liberty Bell Chapter

The chapter's "Sewing Group" first came together in 1944 to support the war effort, preparing nearly 1,000 pounds of rolled bandages and compresses for the military. In the ensuing 65 years, the ladies of this remarkable team have prepared medical materials for use at the Sacred Heart Home, Catholic Medical Foreign Missions, and the American Cancer Society. The materials include 190,000 disposable pads and compresses, 129 burial shrouds, and 395 larynx bibs for terminally ill and needy cancer patients, all of which require meticulous care and attention in order to meet stringent health care specifications.

With more than 200,000 hours of dedicated service to its credit, the Sewing Ladies Project is viewed as the chapter's signature volunteer community service program by Liberty Bell members. Enjoying that well-deserved status, "the ladies" have no problems in getting needed material donations to support their efforts.

Once numbering as many as 35, today there are 12 active participants ranging in age from 65 to 92 years young. Each wears her 1944 Chapter Sewing Ladies Pin with pride.

The project has also been honored with a proclamation from the city of Philadelphia, a Pennsylvania State Senate citation and, in 1991, a Presidential Volunteer Action Award nomination.



*Grab Bag*

AT&T Pioneers – Pacific Chapter

Landfills in Southern California are less full, thanks to the recycling project of Pioneers in AT&T Pacific Chapter.

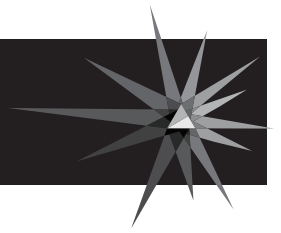
The original goal of Grab Bag was to collect 10,000 plastic bags over a 10-week period. More than 12,000 bags later, the successful project is still going strong and has been adopted by the chapter as an ongoing program.

The project was green from beginning to end. Communication was conducted primarily through e-mail, and when paper communication was used, it was done on recycled paper with a high post-consumer waste content. Incentive rewards, meanwhile, were packaged in used boxes and bags.

Grab Bag was amply supported by AT&T, which lent intra-company mail service and storage space to the cause. With more than 250 Pioneers, Life Members, and employees and a number of local organizations involved, the chapter created visibility for Pioneers while increasing environmental awareness.

The effort served an additional purpose in that all of the bags were dropped off at a local Wal-Mart on behalf of Howard Cattle Elementary School, a participant in the Wal-Mart Kid's Recycling Challenge.

# *Project Excellence - Military*



## *Support Your Troops*

Qwest Pioneers – Arizona, Iowa, Nebraska and Oregon Chapters

As a four-state effort by Qwest Pioneers to develop programs in support our men and women in uniform and their families, Support Your Troops was a four-star triumph.

Oregon's Comfort Bag project and the Sparkle of Patriotism effort at Nebraska Chapter shipped the holidays in the form of gifts, supplies and, of course, Christmas stockings, for more than 500 military families overseas.

Arizona's Support Your Troops project was the Pioneers' biggest yet and more than 800 boxes of personal care items, books, food, batteries, and games for our troops in Iraq.

In Iowa, North Central Council Pioneers joined forces with the Qwest Operation & Information Services employees to collect items for troops of employee family members stationed in Iraq and Afghanistan.

Some 300 Pioneers and employees volunteers lent support for the effort to honor our servicemen and women during the holidays, including many who were engaging with Pioneers for the very first time.

## *Supporting Our Veterans*

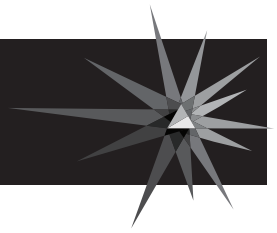
Verizon Pioneers – Liberty Bell Chapter, Headquarters Council

Liberty Bell Pioneers have supported the VA Recreation Therapy Department at the Philadelphia Veterans Nursing Home and Care Unit in improving the quality of life for disabled and special needs veterans since 2000. Beginning with bingo games and refreshments, the chapter soon realized further assistance was needed to fill the societal voids in the veterans' lives.

Effort was needed and taken to identify the actual needs of the veterans (male and female), and to gain a comprehensive understanding of the activities/programs supported by the Therapy Department. Today, council members offer a broad spectrum of services and activities. Laprobes, clothing, and bingo games are now part of a richer compliment of services that includes outside events and field trips to such places as the National Constitution Center and Phillies baseball games. Pioneers have also helped to fund the purchase of needed therapy equipment and a new large screen TV and VCR for the recreation room.

Currently there are 135 residents at the facility, ranging in age 40 to 100 years old, and each has a friend in the Headquarters Council Pioneers.

# *Chairman's Award*



The Pioneers Chairman's Award was established in 2002 as a special honor to be bestowed upon a project that for one reason or another did not catch the attention of awards judges. Perhaps the project blossomed after judging or perhaps its structure did not align within certain parameters, but it excelled in other areas which made it worthy of international recognition.

## *AT&T Pioneers - Wisconsin Chapter*

### H.O.M.E

Pioneers at AT&T Wisconsin Chapter are volunteering six days a week to ensure that the men and women serving in Iraq and Afghanistan feel the love from H.O.M.E

Helping Our Military Everyday (H.O.M.E.) is the project through which the chapter coordinates regular shipments of CARE packages to soldiers. From the humble beginnings of an effort that resulted in monthly deliveries to some 15 soldiers, Pioneers are now mailing at a rate of two CARE packages per day, six days per week.

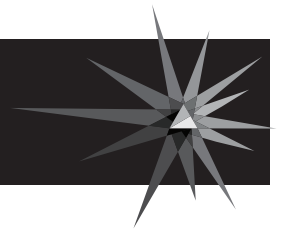
Pioneer CARE packages, all of which include coveted AT&T Calling Cards, have now reached more than 4,500 soldiers through a program that has extended its reach to provide support in numerous other ways. Soldiers also receive birthday cards – more than 9,000 so far – sent from Wisconsin Pioneers who conduct “sign and stamp” sessions before sending out cards to help soldiers celebrate their special day.

Every once in a while, a CARE package has contained a special item: an autographed football signed by popular former Green Bay Packers lineman Gilbert Brown. Speaking of football, the chapter scored a unique and lucrative fundraising partnership with the University of Wisconsin football program.

For every home game the Badgers play, Pioneers volunteer to work the elevators that transport fans to the luxury suites. For this the school donates \$1,000 – per game – to the Pioneers.

During the holiday season, Wisconsin Pioneers work overtime to spread cheer to every soldier on their mailing list by sending additional holiday packages, complete with stacks of greeting cards sharing festive wishes...from H.O.M.E.

# *Vice President's Award*



The Vice Presidents Award is chosen by the Group's Vice President and is given to one project for its outstanding contributions to the respective sponsor company/self sponsored group's corporate social responsibility objectives and for increasing awareness of Pioneering.

## *AT&T Pioneers - North Carolina Chapter, Charlotte Council*

### Teachers Assistance Project (TAP)

A little TAP is going a long way in North Carolina, where AT&T Pioneers have stepped up to make a difference in the classroom.

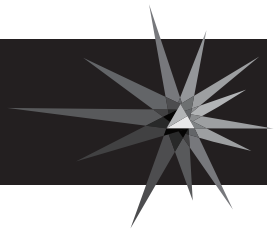
TAP stands for Teachers Appreciation Project, the council's way of supporting and thanking dedicated teachers faced with the challenges of teaching in impoverished communities. Pioneers learned that it was not uncommon for teachers to use their own money to purchase supplies, hygiene items, and clothing – including uniforms – for needy students.

The chapter's Charlotte Council adopted eight of the highest poverty schools and established a partnership with teachers and principals to supply as many of their needs as possible. It was equally important to show the teachers that they are respected and valued by members of their community.

A total of 605 teachers were treated to supplies, and breakfast or a lunch. Boxes of supplies were collected in AT&T buildings and Pioneers shopped for the rest, seeking out the best prices available for uniforms and other items.

Supplies were delivered to the schools in conjunction with "Appreciation Events" staged in all eight schools early in the morning before the school day began. In addition, at every event teachers were presented with small appreciation gifts, such as a car wash certificates, gift cards to Target or Wal-Mart, and best of all – a Pioneer cookbook!

# *Vice President's Award*



## *New Outlook Pioneers - Atlantic Coast Chapter, Virginia Council*

### Petersburg National Battlefield Park

The Virginia Council of the New Outlook Pioneers has a long history of community service – including honoring and preserving history itself.

Petersburg National Battlefield Park encompasses 2,659 acres of land; much of that turf is the site of Civil War battles during the siege of Petersburg (Virginia) from June 1864-April 1865. Today, Pioneers are serving to ensure that this critical chapter in American history remains a quality experience for visitors to the popular destination.

Virginia Council has done its part by rebuilding an original soldier's hut and renovating the Old Sutler Store building, both of which were used during the Civil War and are stops on the visitors' tour route. Adjacent to these two facilities the council constructed a shelter used by park rangers to brief visitors and to provide protection from the elements.

The latest project consisted of building bridges for the Five Forks Area Trails, which are used by visitors on the walking tour and for horseback riders to cross the small creeks.

The Virginia Council is a self-sponsored unit and raises all of their own funds in order to execute each and every community service project.

## *Qwest Pioneers - Arizona and North Dakota Chapters*

### Electronic Maps

Students in Arizona and North Dakota needed some direction, so Pioneers in both states decided to put them on the map – the Pioneer Electronic Map. More than six years later, the project continues to earn passing grades.

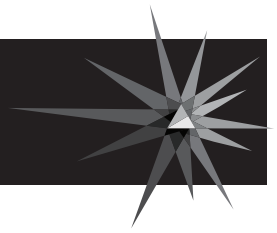
With the solid support of Qwest and the Qwest Foundation, Pioneers in the North Dakota and Arizona chapters have gone the distance to ensure that fourth- and fifth-graders learn the basics while embracing the value of education.

Qwest provides storage, a working area, and office space for the Pioneers, who construct two versions of the electronic map. One is a table-top model while the other is the dimension of a full sheet of plywood, complete with a frame that moves easily on coasters.

The maps feature mini light bulbs within each state that identify the states and their capitol cities. Teachers can use the maps in variety of ways to teach lessons that students find easy to follow due to the visual and interactive nature of lessons.

Each map has been branded, so that everyone sees the Qwest and Pioneers logos. When introduced into each school, the Pioneers wear branded caps and shirts with the Pioneers and Qwest logos. Teachers also explain to the students the mission of the Qwest Pioneers and how the company and its employees and retirees give back to the community.

# *Vice President's Award*



## *SaskTel Pioneers - Saskatchewan Chapter*

### Saskatchewan Sees Red

When it comes to supporting the family members of troops deployed to foreign lands, Saskatchewan Pioneers are “Seeing Red” – the flag color their soldiers bravely defend. And they found the project right in their own backyard.

Assuming that the military “takes care of its own,” it had not occurred to the Pioneers to reach out to military families in the community. While it is true that military provides internal support, upon closer inspection the Pioneers soon realized that everyone can use a helping hand.

One of the simple yet profound strategies that SaskTel mandates to its employees is to “serve everyone we touch each and every time.” Pioneers applied this approach to the Seeing Red project by increasing awareness of the day-to-day needs of military family members trying to cope. From that foundation of awareness grew increased support for a segment of the community that had previously gone largely unnoticed.

Branching out into a project that touches the lives of the military community was new for the chapter and sparked the interest of members of all ages.

In addition to being there for those at home, the project also and naturally addressed the needs of those serving as family members and Pioneers worked together to fill and deliver CARE packages, and to join in numerous special events designed to honor and celebrate the troops.

## *Verizon Pioneers - Paumanok Chapter*

### Planting Seeds for Literacy

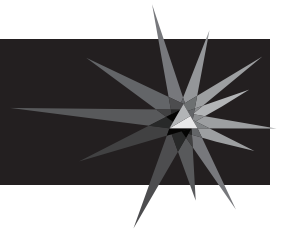
Paumanok Pioneers chose Earth Week to conduct their Planting Seeds for Literacy project, an effort to introduce youngsters to lessons on the vital role that trees play in our environment and in our lives. The project, which included a reading component, also closely aligned with the educational and environmental goals of the Verizon Foundation.

The children were given their seedlings to plant and care for on Monday and took them home on Friday to plant wherever they chose. Along with the tree seedlings, Pioneers read various books with environmental themes and then gave the books to the students. The project was further supported during the week with additional lessons, puzzles, and various activities relating to trees.

Among the messages shared with the children was an awareness of the importance of trees and why it is vital to replant trees that have been lost to wildfires, new construction and natural disaster. The children also learned that people and animals rely on trees to provide shelter, food, and oxygen.

Pioneers purchased the 6,000 seedlings for the project using funds from the Verizon Foundation, as well as monies raised through various fund-raising efforts. All of the chapter's clubs and councils on New York's Long Island participated in sharing the project with a total of 22 schools.

# *Talking Book Repair*



February 26, 2010

To the Pioneers Machine Repair Groups,

On behalf of the National Library Service for the Blind and Physically Handicapped (NLS), Library of Congress, I congratulate the Pioneers for fifty years of service to the blind and physically handicapped library community. Across the country, you use expert knowledge to repair thousands of talking-book machines on a volunteer basis, an effort totaling nearly \$20 millions dollars worth of labor every year. Without your dedication, it would be all but impossible for NLS to keep enough talking-book machines in service for more than 800,000 eligible readers.

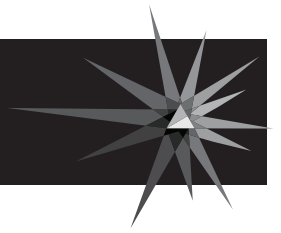
Our relationship began in 1960—the era of phonographic records—but Pioneers were quick to adapt when NLS began using cassette machines in the 1970s. Over the decades, your work on our many models has returned more than three million broken NLS players to circulation.

As library services for blind and physically handicapped individuals enter a new age with digital talking-book players, you are hard at work studying manuals and practicing with repair kits. When digital players require repairs, we know where we will turn: to our proven partners of more than half a century.

We and our readers are grateful to you for your extraordinary commitment to ensure “that all may read.” You have helped bring the joy of reading to millions of blind and physically handicapped individuals over the years. We look forward to working together with you for many decades to come.

Sincerely,

F. Kurt Cylke, Director  
National Library Service for the  
Blind and Physically Handicapped  
Library of Congress



*“Volunteers empower* other people. Many times they don’t even know who is benefiting from their service and time.

But, I know that I have benefited and will continue to benefit.” -Buna Dehal, Talking Book Library Patron

Through the Library of Congress, The National Library Service (NLS) uses to the Talking Books Program to assist people who are unable to read standard print material due to visual and/or physical impairments.

NLS provides Braille and recorded books and magazines that can be borrowed, free of charge, or delivered by postage-free mail to those in need.

Our volunteers help NLS and their patrons by repairing and refurbishing the cassette players used in the Talking Book Program.

*Special thanks to the following Talking Book Repair Group Coordinators*

Hazel Day - AT&T

Cliff Hayes - AT&T

Joe Hodgson - AT&T

Larry Love - AT&T

Jim Marriner - AT&T

Darrel Teske - AT&T

Louise Bussieres - New Outlook

Peter Boccuzzi - Qwest

Jim Glass - Verizon

Gabe Olah - Verizon

Ron Simpson - Verizon

Steve Austin, Editor of Fully Charged

*I'd like to thank* all of the folks involved in all aspects of the talking book repair program. I know you enjoy the challenge and the camaraderie, but you also bring a spark of life and connection to many people who otherwise might be “left out in the cold” due to the limitations of their handicaps. You work miracles, and your gift is a precious one.

*Keep up the good work!*

Kevin Watson  
National Library Service for the Blind and Physically Handicapped Library of Congress

# Thank You

Dear Pioneers,

On behalf of the entire International Pioneers organization, I would like to personally thank you for your invaluable volunteer contributions in 2009. Our incredible success to date and our strong future is due entirely to you – volunteers who thrive on responding to the critical needs of their communities.

At times it may seem that your work is unrecognized. But, let me assure you that your strength, compassion, altruism and dedication are indeed recognized and admired. You are a hero to us and more importantly to the people you serve.

I'd like to share some notes of appreciation from those you have impacted over the year.

From a parent who received Pioneers' filled backpacks for her children – *“I just want to let you know how grateful and thankful I am that your organization provided backpacks filled with school supplies to all of the students at our elementary school. As a parent of a 2nd and a 3rd grader, this gift is a financial blessing for us.”*

From a child whose school was the recipient of a Pioneers' environmental project – *“Thank you for planting those beautiful flowers and picking up the trash around our school ground. You guys are my heroes for all you have done to make our school a better place to go to learn and study.”*

From a soldier serving overseas who received Pioneers' care packages – *“To all those that took their time to send myself and my team “goody” boxes, I would like to let you know that my team of 13 Marines all at one point benefited from the care packages. The little gifts you have been sending allow us to get through the days knowing that people back in the states still support their troops and that we are not forgotten. On behalf of my team serving in OEF I would like to say thank you and God bless.”*

Thank you from all of us at Pioneers for impacting so many with your generosity of time, energy and spirit.

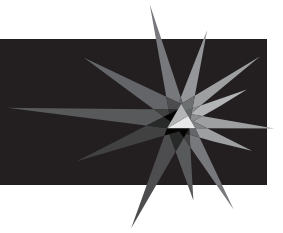
Sincerely,

Marty Lee  
President, Pioneers

*We make a living by what we get; we make a life by what we give.*

*Winston Churchill*

# *Special Thanks*



*Special thanks to the following 2009 Awards Committee Members:*

Michelle Turner, AT&T

Laura McAdam, AT&T

Bev Cyca, Canada

Jan Webster, New Outlook

Cheryl Daughtry, Qwest

Jackie Gunn, Verizon, Frontier, FairPoint, Telcordia

# *Congratulations*



*Congratulations to all of our nominees,  
finalists and winners for exemplifying the  
Pioneering spirit!*



930 15th Street, 12th Floor, Denver, CO 80202  
[www.pioneersvolunteer.org](http://www.pioneersvolunteer.org)