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Volunteer BC The Voice for Strengthening Volunteerism in BC ANNUAL REPORT 2010 - 2011

Volunteer Richmond Services

Donated by the Milan & Maureen Ilich Founda

National Volunteer Week Photo Contest

In celebration of National Volunteer Week, Volunteer BC hosted a National Volunteer Week Photo Contest which asked communities throughout the province to submit photos that captured the theme of New Faces, New Opportunities. Once again, an amazing number of photos were entered that showcased the pride British Columbians have in their community and for their volunteers.

Winning Entries featured on the cover:

FIRST PLACE WINNER:

Volunteer Richmond Information Services 2010 Canada Day Float in the Steveston Salmon Festival Parade (bottom photo) Photo Submitted by: Volunteer Richmond Information Services Photo by: Alex Altamura

SECOND PLACE WINNER:

2010 Cops for Cancer Tour de North Event (top photo) Photo submitted by: Nancy Shelford, Northern Region of the Canadian Cancer Society, BCY Division

THIRD PLACE WINNER:

Salvation Army Thrift Store Volunteers - Chilliwack, BC (middle photo) Submitted by: Sandra Haggarty, Care & Share

Honourable Mentions from Volunteer BC's Photo Contest:

Christmas Hamper Volunteers Submitted by: Volunteer Smithers, Tisha Witt

Pulling Together Society Submitted by: Sunshine Coast Volunteer Centre, Cathy Smider

Volunteer tour leader at the 2010 Fraser Valley Grape Escape RONA MS Bike Tour Submitted by: Stacey Bradshaw, MS Society of Canada, BC & Yukon Division

about Volunteer BC



Volunteer BC is the provincial association of volunteer centres, provincial voluntary organizations and individuals working together to strengthen the growth and development of volunteerism in British Columbia.

Currently, there are over 30 volunteer centres in British Columbia, with several others in the development stage. These centres play a key role in promoting and supporting effective volunteering in our communities. Volunteer centres work with a broad range of organizations across the voluntary sector including human and social services, health care, education, arts, sports and recreation. They provide recruitment, referral and support services to these organizations, disseminate information on volunteer management and programming, provide training for volunteers and managers of volunteers, and advocate on issues related to volunteerism and volunteer programs.

our vision

Volunteer BC's vision is of a sector working together to achieve excellence in volunteerism for the benefit of all British Columbians.

our mission

To be a strong and relevant provincial voice in promoting the development and value of volunteerism in BC by working cooperatively with volunteer centres, voluntary organizations, governments, business, and volunteerinvolving organizations.



message from the president





On September 20, 2011, Kelly Sinoski reported in the 'Charity' column of the *Vancouver Sun* that seniors are BC's top volunteers. She expressed the concern that the volunteer sector may face a crisis as the 'boomer' generation - those born during the post-War War II baby boom - achieve senior status. We should all give this some thought. The attitudes of a new generation of seriors towards voluneerism does not inevitably spell trouble ahead for the sector, but it does mean that change is likely to occur. With change comes challenge and the need for planning and preparation. With change also comes opportunity and the need for renewal, regrowth and recommitment. As part of this year's Volunteer Futures Conference - New Faces, New Opportunities - Volunteer BC hopes to provide a forum to consider the challenges that lie ahead, and an opportunity to search for the ways to ensure the continuation of a vibrant volunteer sector in BC.

This has been a busy and fruitful year for Volunteer BC. With funding from the Ministry of Advanced Education and Labour Market Development (MAELD) we have been able to provide the BC Culturally Welcoming Volunteer Program which

addresses the evolving cultural diversity in BC's communities. The program aims to equip volunteers and volunteer managers with the necessary knowledge and sensitivity to work with people of different cultural backgrounds. We have partnered with four volunteer centres - Volunteer Richmond Information Servies, Volunteer Cowichan, Volunteer Kamloops, and South Okanagan Similkameen Volunteer Centre - to offer the program in their communities. We have been encouraged that the program has been highly rated by participants, and we look forward to providing other volunteer centres and communities with similar programs in the future.

Despite the difficulties that have befallen many organizations in the non-profit sector in recent years, It is with great happiness that I can report that Volunteer BC received a Community Gaming Grant this year, which will go towards helping us improve services to our membership.

As we enter a new fiscal year we are pursuing several new funding and project opportunities, details of which will be released in due course in *The Connector*. A major achievement to report immediately is the re-launch of our website which will help us ensure that our members' information is more easily kept up to date. It provides a better platform on which we can build an active and engaging online presence and will become a vital part of our identity in the future.

Finally, I would like to thank the Board of Directors and staff who have worked so hard throughout the year, volunteering their time and energy to move the organization forward. In particular, I would like to thank our program manager, Lorelynn Hart, and our bookkeeper, Beth Tetzel, who are truly the drive behind everything we do at Volunteer BC; and Lauryn Oates who helped organize the AGM although she is currently on leave.

I congratulate all of our members and volunteers on your contribution towards making British Columbia a leader in volunteerism in Canada, and I wish you every success in the year ahead.



Kelina Kwan, PhD President

message from our staff



Dear Friends of Volunteer BC,

The year of 2010 – 2011 has been one of transition, interesting challenges and exciting opportunities for Volunteer BC. Last year, the culture of volunteering in BC was centre stage during the 2010 Vancouver Olympic and Paralympic Games. More than 25,000 volunteers showcased their passion, pride and energy and showed the world that volunteers were the true heroes and legacy of the Games.

I was lucky to join Volunteer BC from 2010 Legacies Now after the Olympic Games. As a legacy to the volunteer sector, 2010 Legacies Now transitioned VolWeb.ca to Volunteer BC and the BC Games Society to help continue and promote the growth of these important volunteer sector resources. VolWeb and the Volunteer Centre Listings Tool continue to be great resources, connecting volunteers looking for volunteer roles in communities throughout the province.

The volunteering landscape in BC is continually changing. Even with the best planning and management, nonprofits will always need to recruit new volunteers to support new programs or replace existing volunteers. Like so many organizations in the non-profit world, Volunteer BC has its challenges to sustain its resource base amidst this competitive funding environment. The announcement of the province's Gaming Grants Review gives me hope that the government will re-evaluate the grant process and ensure that volunteer sector groups are funded appropriately.

This year has been filled with many highlights and opportunities for me which I'd like to share with our members:

- Signing of an MOU between Volunteer BC and the BC Games Society to continue the legacy of VolWeb.ca and the Volunteer Centre Listings Tool;
- Volunteer Futures 2010 Next Steps in Volunteerism. Highlights were speaking engagements from John Furlong, Former CEO Vancouver 2010 Olympic & Paralympics Organizing Committee and 13-year-old-activist Alaina Podmorow - Founder Little Women for Little Women in Afghanistan;
- Charity Village announcing their top 10 stories for 2010 and our story, the Legacy of Volunteer After the 2010 Olympics, highlighting our keynote conference speaker – Dr. Tracey Dickson, was listed as the #3 story of the year;
- Culturally Welcoming Volunteer Program (CWVP) We successfully obtained funding for two years from the Canada-British Columbia Labour Market Development Agreement to manage the CWVP.

The last year has flown by and I am looking forward to adding to my list of highlights and working on many more exciting opportunities for Volunteer BC. A big thank you to our board of directors for their dedication and to all our members for your support.

Looking forward to another great year!

With best wishes,

Lorelynn Hart Program Manager



2010/2011 year in review

Volunteer Engagement & Participation

VolWeb

This year, as a legacy to the volunteer sector, 2010 Legacies Now transitioned VolWeb.ca and the Volunteer Opportunities Listings Tool to Volunteer BC and the BC Games Society to help continue and promote the growth of these important volunteer sector resources. VolWeb and the Volunteer Centre Listings Tool continue to be a great resource and connect volunteers looking for volunteer positions in their community. The site averages 15,000 visits per month and continues to attract a variety of organizations to recruit volunteers. Event organizers such as the Coca-Cola Pavillion, 2010 World Wheelchair Rubby Championships and the Lower Mainland Green Team have successfully used VolWeb.ca to find volunteers.



Testimonials

"VolWeb was a useful tool for us to recruit skilled and experienced event volunteers for the 2010 World Wheelchair Rugby Championships. The volunteers we found through VolWeb were engaged and enthusiastic about being involved in our event."

Kathy Newman, Executive Director, BC Wheelchair Sports

"VolWeb has played an integral role to the success of the Lower Mainland Green Team. Thank you!" Lyda Salatian, Founder and Organizer of the Lower Mainland Green Team

National Volunteer Week Photo Contest

We hosted the fourth annual National Volunteer Week Photo Contest, drawing on a rich array of colourful, creative images that told the story of this year's theme: New Faces, New Opportunities. This year's winners are highlighted throughout this annual report and depict the new face of volunteerism in the province.

Information Brokerage & Communications

The Connector

Every month, we brought members an information-rich newsletter, The Connector, disseminating new tools and resources, funding opportunities, training and learning events, publications, new research on volunteering, and international news related to volunteerism.

In the News

From TV, newspapers, online blogs and Twitter, Volunteer BC has been gaining more profile and presence in the media. A total of 12 articles were written about or referencing our organization. The highlight of this media coverage was Charity Village's announcement of their top 10 stories for 2010 which included our story on the Legacy of Volunteering After the 2010 Olympics, highlighting our keynote conference speaker, Dr. Tracey Dickson, listed as the #3 story of the year.



Right: National Volunteer Week Photo Contest Honourable Mention (Volunteer tour leader at the 2010 Fraser Valley Grape Escape RONA MS Bike Tour. Submitted by: Stacey Bradshaw, MS Society of Canada, BC & Yukon Division)



Volunteer Futures

Volunteer BC continues to host VOLUNTEER FUTURES our annual training event for volunteer sector leaders from around the province, a forum where members of the volunteer community come together to learn, grow their organizations, and draw energy and inspiration from interacting with others involved in BC's voluntary sector. In September 2010, we presented Volunteer Futures - The Next Steps in Volunteerism in Richmond, BC. Our focus was bringing together a series of keynotes and workshops on the legacies of the 2010 Olympic Games, engaging youth, seniors and new immigrants in volunteering; rebuilding fund development after the economic downturn and embracing social media as a way to engage volunteers. We attracted a list of quality speakers who provided delegates with the opportunity to learn about new best practices, to hear about innovative programs, and to hone their skills in volunteer and financial management.

More than 90 delegates from throughout BC heard 19 different speakers over the two day event. Highlights included our two keynotes speakers, Dr. Tracey Dickson who shared some of her research on the legacy of volunteering after the 2010 Olympic Games, and 13 year old Alaina Podmorrow, who inspired all with her story about her organization Little Women for Little Women in Afghanistan. Attendees were welcomed by MLA Linda Reid (Richmond-East), MLA Stephanie Cadieux (Surrey – Panorama), and John Furlong, the Former CEO of the Vancouver Olympic and Paralympics Organizing Committee.

The conference continues to be an important platform to help leaders from small organizations in rural BC to join volunteer sector colleagues from urban non profits. Volunteer Futures' goal is to ensure that important skills are passed on to support the capacity of non profit organizations so that they can operate at their optimal levels.

Evaluations from Volunteer Futures were extremely positive. Here is some of what they had to say:

"Found this very interesting to learn the different ways to approach different groups. Liked the group discussions and feedback."

"Excellent presentation by this young, powerful leader, Alaina Podmorrow. A wonderful example of youth in action and how something small can grow into something significant."

"Social Media For Non Profits - best session. Cutting edge and wanted more. Do this again, but offer it as a day."

"Thank you for creating a wonderful experience. It gave me a whole new perspective."



Above: Alaina Podmorow of Little Women for Little Women in Afghanistan speaking at the 2010 Volunteer Futures.



Above: Volunteer Futures Attendees Wear Their Volunteer Pins with Pride. (Pins sponsored by CABAM)



Above: Participants at the Recruiting Millennials, Gen Xers & Boomer Volunteers Session



Capacity-Building, Collaboration & Sustainability

Culturally Welcoming Volunteer

Program

In 2010, Volunteer BC successfully obtained funding for two years to continue the work of the Culturally Welcoming Volunteer Program (CWVP). Funding from the Ministry of Advanced Education and Labour Market Development (MAELD) will help continue work already carried out by the successful pilot phase of the CWVP launched in 2007-2009 by our member, Community Volunteer Connections.

As a volunteer centre, there is the ever-present challenge of recruiting volunteers. Many agencies report that those clients coming through their doors do not reflect the diversity of the communities they serve. There is an unmet opportunity to tap into communities of new immigrants to Canada, and supporting them to join the population of volunteers. Newcomers to Canada are showing more interest in becoming involved in Canadian society as volunteers. The CWVP aims to assist non-profit organizations to design and manage volunteer programs to successfully recruit and retain diverse volunteers, including new immigrants. The primary objective is to increase volunteer representation from new immigrants as a means to gaining employment.

Through an RFP process, four volunteer centres were selected to manage the CWVP project in their community and undertake new immigrant recruitment and retention activities throughout the span of the project. The CWVP's goal is to help increase the capacity and enhance the relationships between non profits, immigrant-serving agencies and the local volunteer centre. The successful volunteer centres are: Volunteer Kamloops, South Okanagan Similakemeen Volunteer Centre, Volunteer Cowichan and Volunteer Richmond Information Services. To date, the non-profits who participated in the program rate it highly and found the program extremely valuable. They have begun to develop action plans to implement in their workplaces. Here are some examples:

"Make others feel welcome. Have more involvement with other cultures in the community to show you care."

"In the next six months I plan to use what I learned in the program in my workshops that I will be holding for immigrants. I will work with the volunteer coordinator to try and implement some more in depth training for future volunteers." "Make our organization more inviting by including signage in various languages."

"Get involved with other agencies in the community to get more diverse volunteers."

"Arrange a meeting with the Intercultural Society to get them more included in our organization."

Analysis of the project, our findings and the development of the final report will be completed the summer of 2012. We will gather and disseminate the best practices in engaging new immigrants in volunteer programs and hiring to the non-profit sector upon completion.

VOCBC

The Voluntary Organizations Consortium of BC (VOCBC) was launched in 2002 by Volunteer BC as a broad network and convening body for BC provincial and umbrella non-profit organizations and networks. Volunteer BC continues to be an active member of the VOC Steering Committee and to provide administrative support to VOCBC.



Above: Volunteer Richmond Information Services participants with their Culturally Welcoming Volunteer Program certificate.



board & staff 2010-2011

Board Members 2010 - 2011

Kelina Kwan, President Lawrie Portigal, Vice-President Andy Telfer, Treasurer Stacy Ashton, Secretary Marjorie Driscoll, Director Anne Marie Koeppen, Director Lisa Mercure, Director Cari Moore, Director Sean Simpson, Director Cathy Smider, Director Tisha Witt, Director

Staff 2010 - 2011

Lorelynn Hart, Program Manager Beth Tetzel, Bookkeeper Lauryn Oates (On leave)



Above: Board and staff members at the 2010 Volunteer Futures. From left to right: Cathy Smider, Lawrie Portigal, Lorelynn Hart, Cari Moore, Kelina Kwan, Stacy Ashton, Andy Telfer



introducing...

Director Catharine Smider



Volunteer BC is fortunate to be led by a dedicated working board representing volunteer centres and the voluntary sector around the province. Each year in our annual report we introduce you to one of the hardworking individuals who help make the magic happen at Volunteer BC.

For the past eleven years, Cathy has been the Referral Coordinator for the Sunshine Coast Volunteer Centre. In 2004, she and a colleague collaborated with a local visitor centre to create a community hub of information and referral for volunteers, newcomers and visitors to the Sunshine Coast. This model has flourished in this tourism based region. Cathy tries to combine her love of travel with volunteering experiences. Last year, through her contacts with local agencies she worked at an orphanage in Tanzania and visited a school in Kenya. She also traveled around Greater Vancouver with RCMP officers and native youth in traditional canoes on a voyage intended to improve relations between the two groups.

Cathy has been a board member of Community Futures-Sunshine Coast for six years and was awarded the Volunteer of the Year for Community Futures BC in 2009. Her experience in the non-profit world, as well as her background in education, has helped this organization with its many community initiatives and entrepreneurial support. This year she joined the board of the Sunshine Coast Community Foundation and acts as a consultant on the granting committee. At last count, she is involved in 15 other volunteer activities on the coast, ranging from book clubs to paddle races to board development.

Who inspires you?

Young People – specifically my children and their friends. They make me believe that the world will be a better place in a few decades when they have had a chance to make their mark. They are much smarter, more socially connected and more environmentally conscientious than we ever were.

What is your favourite quote?

"Sometimes you just have to take the leap...and build your wings on the way down." - Kobi Yamada

What are you reading right now?

"The Tiger" by John Vallaint. It is a great history of modernday Russia as well as an exciting story about man-eating tigers.

Favourite Movie?

I like Amal, a Canadian movie from 2008, directed and written by Richie Mehta. Set in modern-day New Delhi, India, it tells the story of a poor auto rickshaw driver, Amal Kumar who is supposed to inherit a fortune.

What people don't know about me:

I have been to the Arctic and Antarctica twice. For twenty years I have hosted a Polar Bear Swim on New years Day. Obviously, I like the "cold".

How long have you been a volunteer?

When my children were five, three, two, and three months, I hired two babysitters and I walked to the nearest elementary school, where I used to teach, and asked to volunteer – I needed to get out of the house! That was 25 years ago, and they had no idea what to do with me as a volunteer! How times have changed...

Why did you join the Board of Volunteer BC?

I wanted to make sure that the local rural volunteer centres were given a voice at the provincial level. For the past several years, the Volunteer BC conferences have been the most consistent and useful venue for learning what is available to volunteer centres and other organizations. The topics have been relevant for people in the major cities and throughout rural BC and the price has been affordable.





statement of operations

Income Statement Apr 01, 2010 to Mar 31, 2011 (Summary)

Government of Canada \$21,356.92 Registration Fees 3,835.00 Interest Revenue 694.30 Memberships 2,925.00 Miscellaneous Revenue 6,019.00 Legacies Now 79,997.00 TOTAL REVENUE \$114,827.22 EXPENSES Administration Administration \$888.42 Amoritization 172.94 Wages & Benefits 60,147.57 Accounting & Legal 3,097.50 Contract & Consulting 4,825.32 Insurance 400.45 Office Supplies 369.91 Postage 1,236.85 Meetings 1,569.64 Printing 458.36 Professional Development 983.76 Promotion 1,720.70 Rent 1,513.97 Telephone 2,227.39 Travel 3,432.22 Training 5,701.96 Website 4,329.21 Misc. Expenses 384.97 TOTAL EXPENSE \$93,461.14	REVENUE	
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	Misc. Expenses	384.97
INCOME (DEFICIT) \$21,366.08	TOTAL EXPENSE	\$93,461.14
	INCOME (DEFICIT)	\$21,366.08

Note to Statement of Operations: Income from the 2010-2011 fiscal year is deferred for expenditure in the 2011-2012 fiscal year.

Approved by: Board of Directors



acknowledgements our members

Volunteer BC is particularly grateful to its member volunteer centres across the province who consistently commit their impressive energy, knowledge and community resources to match volunteers with community agencies, promote volunteerism, and keep the voluntary sector dynamic in BC's communities.

Volunteer BC owes much to its hands-on Board of Directors who contribute many hours of their time, talent and skills to moving the mandate of the organization forward, and in particular to our Executive Committee team: Kelina Kwan, Lawrie Portigal, Andy Telfer and Stacy Ashton; and to each of our working groups who met actively throughout the year, guiding the decisions and policy of the organization: the Volunteer Engagement Committee, Information & Communications Committee, Education & Training Committee, Capacity Building Committee, Fund Development Committee and the Governance & Nominations Committee. Thank you also to our staff who just get things done!

Volunteer BC has been fortunate to receive support during 2010/2011 from a Direct Access grant, which greatly enables our programs and services.

Our thanks, for the seventh year in a row, to our President Kelina Kwan for her graphic design skills preparing this annual report and for her many communications contributions to Volunteer BC. This is the eighth year that Budget Printing has donated the printing of this annual report, a gift for which we remain extremely appreciative.

And finally, thank you to our partners and friends: 2010 Legacies Now (now LIFT PHILANTROPHY), BC Games Society, Administrators of Volunteer Resources of BC (AVRBC), Volunteer Canada, Lower Mainland Council of Volunteer Centres, Voluntary Organizations Consortium of BC, PeerNet BC, Provincial Emergency Program, SPARC BC, and Canadian Federation for Voluntary Sector Networks.

Volunteer Centre Members

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City of Coquitlam Elizabeth Fry Society of Greater Vancouver Freemason Cancer Car Program Friends of Fort Steele Society Heart and Stroke Foundation Kidstart Mentoring Program Kitimat Community Services Society Langara College - Continuing Studies Lutheran Women's Missionary League - Canada **Mission Community Services** MOSIAC Nanaimo Youth Services Association New Westminster Community Corrections North Shore Volunteers for Seniors Parkgate Community Services PeerNet BC Powell River & District United Way Prostate Awareness Canada **Ridge Meadows Hospital** Salmo Community Services SFWSS Women's Place Softball BC SUCCESS Surrey Parks, Recreation and Culture Touchstone Family Association United Way of the Fraser Valley Vancouver Aquarium

Affiliate Members

411 Seniors Society Active Support Against Poverty Adoptive Families Association of BC AWAC Bard on the Beach Shakespeare Festival BC Mental Health and Addiction Services - Riverview Hospital **BC** Paraplegic Association BCSPCA Big Brothers Big Sisters of Prince George Big Brothers Big Sisters of the Cowichan Valley **Blackburn Community Association** Bridges for Women **Bulkley Valley Exhibition** Campbell River Meals on Wheels and Friends Society **Campbell River Stroke Recovery Canadian Cancer Society** Canadian Cancer Society - Northern Region Canadian Cystic Fibrosis Foundation Canadian Diabetes Association - North Region Canadian Mental Health Association Canadian National Institute for the Blind (CNIB) Canadian Red Cross - Northern BC & Yukon Region Carney Hill Neighbourhood Centre Cerebral Palsy Association of BC Cerebral Palsy Association of Prince George and District **Child Development Centre**

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Tim Beachy (co-chair) Carol Biely Lawrie Portigal Justin Ho Gail Joyce (co-chair) Barb MacLellan Carol Matusicky Judi Piggott



Above: National Volunteer Week Photo Contest Honourable Mention (Christmas Hamper Volunteers, Submitted by: Volunteer Smithers, Tisha Witt)





notes



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